

DATA PROTECTION:

All data will be stored on our secure encrypted servers through our electronic note system. Medical records will be stored electronically and only accessed by authorised personnel. Health records are exempt from requests to be deleted as part of the General Data Protection Regulation (GDPR EU 2016/679). We will store your medical records for a period no longer than 7 years, after which these will be deleted. Disclosure of information may be made to appropriate health professionals, such as your GP, when communicating about your presenting condition. It is common practice to write to your GP and/or other relevant healthcare professional if required; if you do not want this to happen please inform your clinician.

CONSENT TO TREATMENT:

It is the policy of Portland College Physiotherapy Department to obtain consent from the client prior to starting an episode of care. (In such instances where the individual is unable to consent, principles of the Mental Capacity Act will be applied). As a client you have the right to decline treatment from Portland College Physiotherapy Department at any stage without prejudicing your future care. By signing a record card you are providing consent to treatment provided by Portland College Physiotherapy Department. During the course of an episode of care, certain specialist treatments may require subsequent consent-to-treatment, but will be fully discussed with you or any relevant Deputies. All assessments and treatments will be overseen by a qualified, registered and insured therapist and will be undertaken by the member of physiotherapy team who will work within their defined scope of practice as defined by their relevant UK governing body. You must advise your therapist of anything that may affect your treatment or diagnosis. Following examination, an explanation of the therapist's opinion and proposed treatment will be provided. It is important you fully understand the diagnosis, recommendations, procedures and treatments that will be involved, including any possible side effects. In some circumstances a degree of undress may be required, this will be explained at the time by your therapist. You are entitled to be accompanied during your treatment if you wish. We will endeavour to maintain your dignity and modesty at all times. Consent will be sought before hands on treatment begins.

PAYMENT & TREATMENT TIME:

- It should be noted that payment is for the therapist's time not just hands on treatment.
- This time may be divided between hands on treatment time, clinical record keeping. External reports and correspondence may incur additional charges which will be invoiced for. Individuals who require extra time for e.g. changing, hoisting, and extra support in the pool may use allocated time quicker due to requiring two staff.
- Sessions may be delivered in the form of double sessions where two therapists will work with one individual. E.g. if one person has 2 hours of physio per week, they may have 2 x 1 hour 1:1 sessions or 1 x 2:1 sessions. The therapists reserve the right to make this decision based upon clinical reasoning and change it at any time.
- Any non attendance or lateness regardless for reason will still be invoiced for (see below for notice period).
- On such occasions where an aquatic physiotherapy is taking place and the pool is out of use you may be offered a gym based session, should you choose to decline this session you will still be invoiced for the session in full.
- The only situation in which you will not be invoiced will be for occurrences where Portland College are unable to provide staff or facilities for the session to take place.
- Payment can be made in one of the following ways, personal budgets, through continuing healthcare, social services, credit/debit cards, cash.
- Invoices are sent out on a four weekly and payment is for the following 4 week period.

NOTICE PERIOD FOR HOLIDAYS

Holiday and breaks may be taken and associated costs are based on a sliding scale depending on notice given – see below.

Amount of notice given	Percentage cost of entire session which will be invoice for
4 weeks or more	20%
3-4 weeks	40%
2-3 weeks	60%
Less than 2 weeks	100%
Missed sessions with no notification	100%

TERMINATION OF TREATMENT

Treatment sessions may be stopped by the individuals/on behalf of individual by relevant carer. A 28 day notice must be given prior to the end of treatment sessions. Any sessions which fall within the 28 day notice period but are not taken up by the individual will still be invoiced for.

If you fail to attend sessions for 4 weeks consecutively without notification we will assume you no longer wish to receive treatment and will take this as your 28 notice period of termination of treatment, you will be invoiced the full amount for these sessions. Your treatment will cease after the fourth week of missed sessions and you will not be invoiced for any sessions following this date.

DISCLAIMER:

The therapist reserves the right to change treatment modalities or refuse treatment based on sound clinical judgment or if treatment is contraindicated at any time.

Any violence or aggressive behaviour (physical or verbal) from those with capacity to understand their actions towards staff, equipment, or others will not be tolerated and will result in the immediate removal of treatment and the immediate termination of future treatments.



Please sign here to agree to your personal data being processed for the processes of clinical records and correspondence relating to your treatment case only:

Signed and Conditions (pp if applicable – please state):

Print:

Date:

Please sign here to say that you have read the above terms and conditions and agree to them:

Signed and Conditions (pp if applicable – please state):

Print:

Date: