

General Clinic Information

Clinic Hours

KCP Physiotherapy is available during the following hours:

<i>Kapiti</i>	
Monday—Friday	5:20am—5:40pm
Porirua	
Monday—Friday	8:00am—7:00pm
Emergencies only, outside of these hours.	

Treatment Prices

Private consultation (non ACC), includes claims declined by ACC	
1st treatment	\$49.00
All other treatments	\$39.00

ACC related treatment:

ALL Treatments	FREE
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We reserve the right to charge for non-cancelled appointments. (DNA fee) These will be charged at:

Did not show or late cancellation	\$40.00
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Weekend Surcharges (emergencies only)

Private	\$40.00
ACC	\$20.00

Call out fees (emergencies only)

ACC or Private	\$50.00
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Additional Costs

Where additional materials, e.g. strapping tape, are used during a consultation, a fee to cover costs will be charged. A schedule of these fees is provided.

Payment types accepted

We take the following forms of payment:

Cash, cheque, EFT POS and internet banking.

We operate a “no credit” policy and payment is appreciated at the end of treatment, unless other arrangements are made.

All final accounts that remain outstanding for 3 months or more will be referred for debt collection. You will be liable for collection costs.

Other Services Offered

KCP Physiotherapy offers the following additional services:

Gym / Exercise Programmes (no cost if current patient)

Strapping of sports injuries (\$5.00 per strap)

Talks to Sports Group or other special interest groups, e.g. cardiac outpatients (no cost)

Hireage of wobble boards and neck traction units (P.O.A)

Materials and Products

KCP Physiotherapy has materials available to purchase. These include strapping tape, therabands, swiss balls, neck braces. Please enquire about these products if you require any.

Memberships

NZ Private Physiotherapists Association

NZ Society of Physiotherapists

NZ Manipulative Therapists Association

NZ College of Physiotherapy

KAPITI

98 Kapiti Road, Paraparaumu

Phone: 64 4 297 0114

Fax: 64 4 902 0587

Mobile and after hours: 64 21 415 908

Email: kapiti@kcphysio.co.nz

PORIRUA

7 Lyttleton Ave, Porirua

Phone: 64 4 238 2930

Fax: 64 4 238 2935

Mobile and after hours: 64 21 969 587

Email: porirua@kcphysio.co.nz

Web: www.kcphysio.co.nz



Clinic Information

If you are a new patient, you must read and understand this before your 1st treatment

Please also read the Code of Health and Disability Services Consumers Rights

KCP Physiotherapy Contact Details

KAPITI

98 Kapiti Road, Paraparaumu

Tel: 64 4 297 0114 Fax: 64 4 902 0587

Mobile: 64 21 415 908

Email: kapiti@kcphysio.co.nz

PORIRUA

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Tel: 64 4 238 2930 Fax: 64 4 238 2935

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Email: porirua@kcphysio.co.nz

www.kcphysio.co.nz

Physiotherapy and You

It is our endeavour here at KCP Physiotherapy to provide a quality service to all our clients. We are committed to improving the quality of service our clinic offers to its clients and value any feedback that you may have.

Before Your First Treatment

Please familiarise yourself with this brochure.

Your Rights

KCP Physiotherapy adheres to relevant legislation for Physiotherapy practises. The following guidelines should be read in conjunction with the Code of Health and Disability Consumers Rights (please take one of these from the information wall)

You have the right to:

To be treated without discrimination on the basis of nationality, religion, age, gender, race, creed, politics, social status, sexual orientation, health status or disability

- To discuss treatment during its course
- To voice any concerns about the state and quality of the service
- To withdraw from or refuse treatment at any stage
- To ask about treatment alternatives and to be told what is available in a manner you can understand

Advocacy Services

Independent advocates help and support people to know their rights and actions they can take if they have a concern about a health or disability service. If you require an advocate, please take one of the brochures or ask at reception for a brochure.

Support Persons and Chaperones

The Health and Disability Services Code of Consumer Rights provides that “every consumer has the right to have one or more support persons of his or her choice present, except where safety may be compromised or another consumer’s rights be unreasonably infringed”. A **support person** is invited to be present by the patient but may choose or be asked by the patient to leave the room when an examination or procedure is being undertaken. Whereas, A **chaperone** is a person who, at the invitation of the physiotherapist and with the patient’s informed consent, is present during a specific examination or treatment procedure. The chaperone should have the knowledge to assess the appropriateness of the examination and/or procedure as well as the way in which the examination and/or procedure is undertaken.

Please refer to the Health and Disability Services Code of Consumers Rights on the wall, for further information.

Second Opinion

You are entitled to seek a second opinion without it prejudicing your subsequent treatment. If you require a second opinion, please discuss with your physiotherapist who will organise this for you on your behalf. Alternatively, you can seek an independent second opinion.

Making a Complaint

If you have a complaint of any nature, please raise this with your physiotherapist or reception staff. Your complaint will be documented and followed up as per our clinic procedures. You also have the right to complain orally or in writing to an advocate or to the Commissioner alleging that any action of a health care provider or a disability services provider is or appears to be in breach of the Code.

Collection of Information

Prior to your first treatment, we will ask you to complete a general patient information form detailing your personal details. We gather this information in order to uniquely identify you. This information, along with your treatment information, remains confidential and you may request to view or correct it at any time.

Disclosure Consent

You will also be asked to provide consent to pass your details onto a 3rd party—when required, for the necessary effective management of your condition. Your information will only be passed on with your prior knowledge.

Your Consent to Treatment

During your first consultation, your physiotherapist will discuss treatment expectations and outcomes, and the type of treatment to be used. Once you are comfortable with the treatment process and have familiarised yourself with this brochure, you will be asked to sign an informed consent form. Once the form is signed, your treatment will commence.

Additional consent is required from you if there is a change of treatment plan or the physiotherapist utilises any type of treatment deemed to be ‘high risk’ or information about your injury and or treatment needs to be referred to a third party, other than your GP.

Your Responsibilities

ACC Number—IMPORTANT!

If you have received a claim number from ACC, please bring this in with you.

If ACC declines your claim:

If ACC declines your claim, you will be charged private rates (see fees schedule on the back of this pamphlet).

Appropriate clothing:

Please wear clothing that will allow the physiotherapist to treat your injury so that you both are comfortable. Loose fitting or clothes that can be easily ‘rolled up’ are appropriate for most treatments. Gowns will be supplied by the clinic if require one

Cancellation or Postponement

Please contact the clinic, as soon as possible, if you need to cancel or postpone your appointment. A **late cancellation fee may be charged** if cancelled within 6 hours of your appointment time.

No-Shows (without prior cancellation/postponement)

Appointment cards are provided to you for your next appointment time. If required, we are able to provide a txt or phone reminder (please ask if you require this). If you do not show for your appointment, you **will** be charged for your missed appointment.

Payment for Treatment not covered by ACC

If your injury is not covered by ACC, we appreciate payment at the end of treatment however we are open to discussing other payment arrangements. Please discuss this with the reception staff.

Equipment purchased through the Clinic

We provide a service for you to purchase products/aides to assist you with your rehabilitation at home. Please discuss with your physiotherapist if you wish to purchase an aide and an order can be placed for you. Payment is required at the time you receive the aide.

Our Responsibilities

Your physiotherapist will communicate with you on all aspects of your treatment.

At the clinic, we will provide

Privacy

Appropriate personal privacy and clean and safe facilities and equipment

Time Management

We commit to running on time, however, from time to time we may run over. If you are unable to stay for your appointment due to clinic lateness, please inform the reception staff who will make another booking for you at another time.

We adhere to the following legislation

- Treaty of Waitangi
- Code of Health and Disability Services Consumers rights
- Health and Information Privacy Code
- Health and Disability Commissioners Act