



North Road Physiotherapy WorkSafe Policy

It is the policy of North Road Physiotherapy that WorkSafe patients are to settle all accounts upfront until such time that the treating physiotherapist receives written confirmation from the WorkSafe insurer that the employer excess has been met. Until such time, patients are to pay private patient consultation rates, the reimbursement of which they then may claim from their employer. Patients must provide North Road Physiotherapy with their claim number, GP referral, and copies of communications with their WorkSafe insurer detailing information about their claim.

Once the above excess is met, and written confirmation received, patients will not be responsible for their consultation fee, which will be forwarded to their WorkSafe insurance provider after each treatment session. Patients will, however, be responsible for a gap fee for each treatment session. This 'gap' fee is to be paid upfront, and is not claimable from the patient's WorkSafe insurance provider. Patients may be able to be reimbursed for this gap fee from their employer as a private matter.

Please note, at no stage should any fee paid by the patient be claimed from their private health insurer (e.g. BUPA, HCF, Medibank, etc.), as this will lead to delays in reimbursement. Bluff Road Physiotherapy is not responsible for any such delay.

Missed appointment disclaimer: By signing this form, the patient acknowledges that they are responsible for any missed appointment fees that may be incurred through failure to attend or late cancellation. Such fees are not recoverable from the patient's employer or WorkSafe insurer.

I understand and agree to the above policy guidelines for my treatment under a WorkSafe claim.

Signed

Date / /