



North Road Physiotherapy TAC Policy

It is the policy of North Road Physiotherapy that TAC patients are to settle all accounts upfront until such time that the patient has reached any excess they are responsible for as outlined by the TAC. Until such time, patients are to pay private patient consultation rates. Patients must provide North Road Physiotherapy with their claim number, GP referral, and copies of relevant communications with TAC throughout the claim process.

Upon reaching the above excess, the patient must inform TAC by submitting a *Medical Excess Declaration Form* (available from North Road Physiotherapy). Once written confirmation is received, patients will not be responsible for their consultation fee, which will be forwarded to TAC after each treatment session. Patients will, however, be responsible for a gap fee for each treatment session from this time. This 'gap' fee is to be paid upfront, and is not claimable from TAC.

Please note, if the patient was admitted to hospital as an inpatient for one day or more, including same-day admission, TAC waives the excess requirement. Further, the TAC excess applies per family, not per person. As such, if a family member (a spouse or dependent child under 18 years of age) was also involved in the accident, the excess only has to be met once, and only one family member has to be admitted to hospital under the above guidelines for the excess to be waived. Importantly, the patient may use their private health insurance (e.g. BUPA, HCF, Medibank, etc.) when paying for treatment reaching their excess, as TAC recognises this as part of the patient's personal costs. More information can be found in TAC's *Supporting You After an Accident* (available from North Road Physiotherapy).

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 TAC.

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

Signed

Date / /