



TERMS & CONDITIONS

We value your commitment to your health and in order to assist in your recovery we promise to:

- Develop a clear treatment plan with you
- Help you book the necessary appointments ahead of time to ensure you are able to secure a time convenient for you
- Refer on for scans or to the appropriate health professional should we feel that you require further investigations

To ensure that you make a full recovery we require that you adhere to the following points to allow for the best outcome possible.

Recovery

Please remember that healing/recovery takes time and is variable depending on the individual and the injury. If at any time during your care you do not feel that you are responding as well as expected, please discuss this with your physio. We want you to get the most from your care at Spark Health Co.

Missed appointments/late cancellations

We understand that life is busy so if for some reason you are unable to attend your appointment please give 24 hours notice so that your appointment time can be offered to someone else.

A cancellation fee of 50% of the appointment cost applies if notice is not given for a standard length consultation. Repeated no-showers or late cancellations may be required to prepay a portion of your appointment.

Radiographic scans

Our team can obtain your Radiology scan results if you do not have a copy of them. Please inform our team if you have had any imaging completed for body areas relevant to your appointment that you give consent to obtain.

Correspondence

If you were referred to us by your GP we will contact them to inform them of your progress. At Spark Health Co we believe in building a team of health care professionals to best achieve your goals. We ask for your consent to exchange information with your Doctor, Allied Health Practitioners, Medical Specialists and third party Case Managers.

Accounts & Billing

It is expected that all fees are paid in full at the time of consultation. We accept credit card, health rebates and Chronic Disease Management plans.

Those who feel they cannot comply with our strict billing methods, or wish to be given special consideration, please feel welcome to put your request in writing and address it to the Practice Director. Please understand that our strict billing methods allow equality of service to all clients, and serve to raise the already high standard of care we can offer you.

Our intention is not to exclude anyone from being able to access our services. We have never denied anyone the benefits of care because of their inability to pay our published fees. We understand that there may be financial hardship that requires individual consideration, please put your request in writing to the Practice Director.

Exclusion of Liability

Spark Health Co shall not be liable for, nor shall they accept any responsibility for any injury, loss or damage sustained by any person or persons arising out of any of the treatments or procedures delivered in this Practice which does not arise from any negligent act or omission of the clinic.

Consent to Treatment

- Our treatments are effective and safe however like any treatment there are benefits & risks
- Our practitioners will discuss your options for treatment with you so that you are appropriately informed and can make decisions relating to treatment. You may choose to consent or refuse any form of treatment for any reason.
- Our 1:1 services can occasionally cause soreness, local swelling, bruising or transient increases in pain or other symptoms.
- You will be asked to expose the injured body part for assessment and treatment. Please inform your practitioner if you feel uncomfortable at any time, as alternative methods are available.
- • You practitioner may ask personal questions relating to your injury and how your injury impacts on your life. The more information you provide, the more likely it is that the practitioner can provide effective treatment. If you feel uncomfortable with a particular question please let them know.
- You have the right to a second opinion at any time. The large array of skills in our team and relationships with other practitioners allows this to occur easily.
- Please contact your practitioner immediately if you experience adverse reactions.

If you have any queries about these Terms and Conditions, please contact:

Spark Health Co

Phone: 0492 880 202

Email: admin@sparkhealthco.com.au

This Policy has been updated from January 2025 but has been effective from July 2020