



Beth Kavanagh Naturopathy BHSc ANTA

TERMS AND CONDITIONS (CONSENT)

Statement of Purpose

The purpose of this policy is to protect and respect the rights and needs of all.

Definitions

Policy

This document provides important information about the services provided, including our approach to treatment, our business practices, fees, and other information relating to confidentiality.

Procedure

Appointments and Fees

Professional Fees

For appointments after the initial package, the standard fees for a 45 minute consultation is \$75. The client is responsible for paying at the time of the session unless prior arrangements have been made. Payment must be made by cash, card, PayID or direct deposit.

In addition to scheduled appointments my practice is to charge this amount on a prorated basis (I will break down the hourly cost) for other professional services that may be required such as report writing, telephone conversations that last longer than 15 minutes, attendance at meetings or consultations which you have requested, or the time required to perform any other service which you may request of the practitioner.

Missed/Late Cancelled Appointments

Providing at least 24 hours notice to cancel an appointment helps us to keep your session costs down, maximises our availability to clients and minimises lost clinical time. Appointments missed or rescheduled without 24 hours notice may incur the full fee which must be paid prior to the next scheduled appointment. It is important to note that Third Party funders do not pay late cancellation or missed appointment fees. These are the client's responsibility even if their treatment is normally funded by a Third Party.



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If the client is late for an appointment the session may be less than the scheduled duration. Please note payment of the full amount will need to be made in these circumstances, however the insurance rebate (if any) may be reduced.

If a mobile number or email address have been provided, a reminder message will be sent the day before the appointment. This is a courtesy reminder only. If for any reason the reminder message was not received and the appointment missed payment of the late missed appointment fee will still need to be made. If ever in doubt, the client is welcome to telephone and confirm an appointment.

Frequency of Appointments

The number and frequency of appointments will be discussed with the client by the practitioner. This will be based on their professional opinion once they have had an opportunity to understand the treatment needs and goals. In many circumstances it can be difficult to predict a person's response to treatment and therefore the number of sessions they may require. The practitioner will discuss this with the client prior to commencing treatment.

Confidentiality, Privacy and Record Management

Confidentiality and Privacy

Treatment with us is confidential and private. This means we will not disclose the information provided to us to third parties unless consent is received from the client. It is important to note that there are limits to confidentiality in exceptional circumstances including when there is a risk to the client or others, and when responding to a subpoena or court order. The practitioner will discuss this with the client during your first appointment and answer any questions at that time.

Health Record Management

Health records will be created and kept to record all relevant information relating to the treatment provided. We may also collect and store health information about the client received from third parties such as the doctor. Health records are managed and protected in accordance with the applicable state and federal laws. Health records are legally required to be stored for a number of years following the conclusion of treatment.

Full information about our approach to storage of information as well as confidentiality can be found in the Privacy Policy located on the website: <https://www.bethkavanaghnaturopathy.com.au>. The client can also request access to a copy of their health record at any time by discussing this with the practitioner.



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Nature of Services Provided and Emergencies

Nature of Services

The practitioner is fully qualified and registered. Prior to commencing treatment, the practitioner will discuss their proposed treatment approach with the client and ensure they understand the rationale for the approach, including any identified risks and expected costs. This includes prior to performing any physical examinations or testing or referring for testing by an external provider.

Limitation to Services

Treatment is provided via prearranged, scheduled appointments. The Practitioner has limited availability for contact outside of scheduled appointments. The Practitioner may not have an opportunity to respond between session contact, prior to the next appointment, so this should not be relied upon for emergency matters. For emergency matters please contact the appropriate agencies using the details below.

The Practitioner will only provide services that are within their professional capabilities, competence and role as a private provider. If treatment needs are identified that are outside of this scope your practitioner will endeavour to assist the client to identify alternative suitable providers.

Emergency Contacts

We are not an emergency service. We are not able to respond to urgent or emergency matters and our communication channels (Phone, SMS, Email) are not monitored outside of standard business hours.

For urgent concerns relating to your health or other emergencies please contact the appropriate emergency services:

Police, Fire, Ambulance (Emergency): 000

Lifeline: 131 114

Telehealth

Consent for Provision of a Telehealth Service



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Where appropriate, services may be provided by videoconferencing. The client is responsible for the costs associated with setting up the technology needed to access the telehealth services. The practice will be responsible for the cost of the call to the client and the cost associated with the platform used to conduct telehealth services.

To access telehealth consultations, the client will need access to a quiet, private space; and the appropriate device, i.e. smartphone, laptop, iPad, computer, with a camera, microphone and speakers; and a reliable internet connection. The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used. To support the security of personal information, this practice uses Simple Clinic which is compliant with the Australian standards for online security and encryption.

Limitations of Telehealth

A telehealth consultation may be subject to limitations such as an unstable network connection which may affect the quality of the session provided. In addition, there may be some services for which telehealth is not appropriate or effective. The practitioner will consider and discuss with the client the appropriateness of ongoing telehealth sessions.

Consent

Each client is required to sign a consent form prior to commencing treatment. The consent form outlines all of the points above and indicates that the information contained in the Terms and Conditions agreement has been read, understood and accepted. Consent may be withdrawn at anytime in the future, however, please note that some components are irrevocable; for example, we are legally required to keep a copy of the health record even if the client withdraws consent and ceases treatment.

Policy Updates

This Policy may change from time to time and the latest version is available by emailing bethkavanaghnaturopathy@gmail.com.

Policy Complaints and Enquiries

If you have any queries or complaints about this Policy, please use the email above or contact via:

www.bethkavanaghnaturopathy.com.au

0419 007 768



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Related policies, forms and legislation:

- Client Right and Responsibilities
- Privacy Policy