

## **OFFICE POLICY**

**Our Goal** is to deliver an exceptionally professional service providing you with the best in Clinical care, as well as administrative assistance. Our experience tells us that there are some key areas we need to focus on to ensure that you receive the **greatest benefit** from our services.

### **Mobile Phones**

Out of respect for others, please place your mobile phone on silent.

### **Recovery**

Remember that healing and recovery takes time and not everyone heals/recovers at the same rate. If at any time during your care, you do not feel that you are responding as well as expected, we would ask that you discuss this with your clinician. We want you to get the most from your care at [mhealth](http://mhealth.com.au).

### **Excellence in Clinical Care**

In order to continue to provide the best, most up to date clinician care available, we travel periodically to conferences and seminars. To keep your progress on schedule we will attempt to give you appointments around those times or provide another highly qualified clinician to continue your care.

### **Fees and your Account**

Fees for private patients are due at the time of service. **HICAPS** and **EFTPOS** facilities are available at the front desk automatically claiming through your private health fund. **Workcover**, **TAC** and **DVA** patient accounts will be sent directly to the appropriate body.

### **Referrals**

The greatest compliment we can receive is the referral of a friend or family member. The referral of your family and friends is much appreciated as it assists in their own wellbeing and plays a vital role in the success of our business.

### **Appointment Scheduling/Missing Appointments**

Your clinician will outline a Tailored Health Plan as the best plan for your injury. You will achieve the maximum and best outcome when you follow your Tailored Health Plan. Therefore, to receive the most out of your care and to save time we ask that you schedule your appointments in advance.

Missed appointments will set you back in your recovery, so we ask that wherever possible you keep all your appointments. If an appointment must be changed, 24 hours notice is required, otherwise a fee of \$50 will otherwise be charged as we are a busy practice and need to respect those of our clients on our waiting list that want appointments to treat their conditions. **This fee is not covered by compensable bodies and must be paid by the client.**

People who repeatedly miss or reschedule appointments will regretfully be discharged from care as we realise you will not reach your health goals and we do not wish to waste your time.

### **Bathroom Facilities**

The bathroom facilities are located out the door to the right.

### **Change Room Facilities**

Please feel free to use our in house Shower and Change Room. Please ask one of our friendly receptionists for assistance.

### **Valuables**

mhealth does not accept responsibility for your valuables. Please ensure that you take responsibility for your belongings whilst you are visiting mhealth.