



Payment Agreement & Cancellation Policy

Please read the following agreement. It explains your financial obligations while under our care and our policies regarding cancellations.

Payment:

Payment is always due at the time of service. We accept the following forms of payment:

- o Cash
- o Cheque
- o Bank Transfer

Please make all cheques payable to 'Tripti Gyan T/a TG Physiotherapy Care'

Private Health Insurance:

We are registered with, and regularly work with major insurance companies and medical intermediaries. Treatment from a Chartered and HCPC Registered Physiotherapist is accepted by all health insurance companies, so if you have a current healthcare cash plan, please use it to fund your treatment with us.

Some health insurance companies require you to obtain a doctor's referral for physiotherapy treatment, before any reimbursements can be processed. This differs from company to company. Please contact your health insurance company to check their requirements, your level of cover and the timeframe in which it can be used **before** you book an appointment with us. Some companies pay us directly upon receipt of your invoice. On the other hand, some companies require that you pay us first, and then claim the money back from them.

Please note that you are ultimately responsible for the cost of your care at our clinic.

Cancellation Policy:

1) Private Clients

First Appointments:

If you cancel your appointment with less than 48 hours' notice, or fail to show for your appointment without notification, you will be charged £40.

If you call to cancel your appointment with less than 48 hours' notice and choose to reschedule another appointment within 5 working days, the £40 fee will be waived.

If you reschedule your appointment and then cancel with less than 48 hours' notice, or fail to show for your appointment without notification, you will be charged for the full price of the visit.

Follow-Up Visits:

If you cancel a follow-up visit:

- With less than 48 hours' notice; or
- On the day of your scheduled appointment; or
- Fail to show for your appointment without notification, you will be charged £30. This fee will need to be paid before you rebook another appointment at our clinic.

2) Insurance Clients

Please note that you are ultimately responsible for the cost of your care at our clinic.

First Appointments:

If you cancel your appointment with less than 48 hours' notice, or fail to show for your appointment without notification, your insurance company or medical intermediary will be notified and invoiced, and a physiotherapy session will be deducted from your authorized number of treatment sessions. Should your insurance company or medical intermediary not pay for the missed appointment, you will be charged £40 and be liable for payment.

If you call to cancel your appointment with less than 48 hours' notice and choose to reschedule another appointment within 5 working days, the £40 fee will be waived.

If you reschedule your appointment and then cancel with less than 48 hours' notice, or fail to show for your appointment without notification, a physiotherapy session will be deducted from your authorized number of treatment sessions and the insurers notified.

Follow-Up Visits:

If you cancel a follow-up visit:

- With less than 48 hours' notice; or
- On the day of your scheduled appointment; or
- Fail to show for your appointment without notification, a physiotherapy session will be deducted from your authorized number of treatment sessions and the insurers notified of the missed appointment.

Regretfully, we now enforce this policy due to last-minute cancellations, scheduling changes, and "no-shows." We have a very busy practice. **Assuring that all new and established patients have access to care when necessary is our priority.** Cancelling or rescheduling with sufficient advanced notice makes it more likely that another patient in need will be able to use your time-slot. When you cancel or reschedule at the last minute, or fail to show for your appointment, you are depriving another patient the care they need.

Patient appointments require us to block out large time slots, thus making last-minute cancellations and rescheduling of visits challenging and sometimes problematic. We spend an inordinate amount of time and energy with each and every one of our patients because we are committed to providing the highest quality care to be found anywhere.

Again, please be aware that when you cancel or reschedule at the last-minute you are depriving care to another patient in need.

Phone and Email Consultations:

We bill for phone and email consultations for patients we have already assessed in person at our clinic. Lengthy phone and email consultations require the same time and expertise as clinic visits. Billing for phone and online consultations is however, at our discretion. We may choose not to bill you if the nature of the phone or email consultation is uncomplicated, such as taking a minute or two to answer a question about your treatment protocol. If any type of extended discussion ensues or if a number of questions need to be addressed, it is likely we will bill for the phone and email consultation.

In agreement:

By signing this payment agreement & cancellation policy, you are indicating that you understand and agree to the terms of service explained above. You are also indicating that you have given your permission to us to charge you if any of the above stipulations apply to you.

In actuality this is less than the cost of reserving the time, when considering our overhead costs. As a reminder, we are doing this so that we do not have to significantly raise our fees which will have an impact on **all** our patients. Further, we hope to avoid the awkward and sometimes adversarial decision of whether a patient's reason for cancelling is legitimate or not.

Thank you very much for your cooperation.

Name of Patient or Legal Guardian:

Date:

Signature: