

Patient Information

Welcome

Our expert health professionals are ready to assist you with your difficulties caused by ageing, disability, injury or illness.

What to expect

For an assessment, the therapist will:

- contact you to make an appointment
- collect information from you, your carers or other health professionals by questions, observation, physical examination, tests, discussion, reading previous reports
- analyse the information and develop recommendations
- give you the recommendations verbally or in a report
- discuss the recommendations with you

If required, you and the therapist will agree on a treatment plan. After treatment, a discharge report can be provided on request.

Payment

A verbal or written estimate of costs will be provided. Treatment under ACC carries a part-charge (co-payment). Invoices are sent monthly and payment is due by the 20th of the following month. Late payments incur interest unless alternative arrangements are made. If an appointment is missed or cancelled without 24 hours notice, a fee may be charged.

Your health information

During your involvement with us, information will be collected about your health and disability. This may include audio or visual recordings. Information is collected for the purpose of your care and treatment, including monitoring and auditing. The material may be seen by other therapists, our auditors and administration staff. It will not be disclosed to anyone else without your consent unless we are legally obliged.

Information collected will be securely stored to maintain your privacy. You may request to view your records by contacting the General Manager.

The information collected is a legal record of your care and treatment and will be held by Therapy Professionals for 10 years (from the last date entered in your file) before being destroyed. If we wish to use any audio or visual material for promotion or public display we will seek your permission.

Your rights

You are entitled to:

- use an interpreter service
- have someone with you throughout the assessment and treatment processes
- stop our services either for the moment or long term
- request cultural requirements be met
- have a second opinion

Please feel free to discuss this with us.

Health and Disability Services Consumers' Rights

You are entitled to respect and privacy, fair treatment, dignity and independence, appropriate standards, effective communication, information, choice and consent, support, rights during teaching and research and your complaints taken seriously.

More information

For support and information, contact your local advocate or the Health & Disability Commissioner:

www.hdc.org.nz / 0800 11 22 33.

Or contact your local Canterbury/West Coast Advocacy Services: Ph (03) 377 7591 or 0800 555 050.

Feedback

We welcome your feedback. You can give us compliments or complaints verbally or in writing.