

HARMONY MYOTHERAPY

Clinic Policy

Harmony Myotherapy is committed to protecting the privacy of patients within our clinic. Information collected is kept strictly confidential and used only for the purpose of providing care to our patients. Our practice is dedicated to ensuring patients who receive care from clinical staff are comfortable in entrusting their health information to this clinic and understand and acknowledge our practice policies. We strive to always ensure that patients to Harmony Myotherapy feel that care provided is always in a safe and comfortable environment.

Our Commitment to You

Our health care professionals are committed to working with our clients to ensure that ALL aspects of assessment and therapy are conducted with our clients' informed consent. Our practitioners will provide clients with comprehensive information about risks and benefits associated with any proposed therapy and/or recommendations, as well as encourage clients to raise queries or concerns regarding any proposed therapies or recommendations. Clients will be provided with information about any known alternatives to proposed recommendations and therapy to ensure an informed decision can be made about their care.

Account & Fees

Harmony Myotherapy requires payment on the day of consultation. Clients will be notified 48hrs prior to their scheduled appointment time via sms. If you are unable to attend any scheduled appointments, you are required to notify the practice with a minimum 24 hrs notice from your appointment time. Late cancellations and failure to attend at the appointed time will attract a non-attendance fee of 50% of the scheduled fee. It is illegal to claim a cancellation fee for the purpose of private health rebates or other rebatable services.

Payment for appointments can be made by cash, Mastercard, Visa, or EFTPOS. We provide Hicaps for immediate rebate of Myotherapy services on your Private Health Insurance, if you have extras available. You will need to contact your Private Health Insurer if unsure about your available extras.

Appointments

Please arrive a few minutes prior to your scheduled appointment. Late arrivals will determine the time available for your scheduled appointment.

Our fees:

Initial–60 minutes \$145

Follow ups– 60 minutes \$135

Follow ups–45 minutes \$125

Follow ups–30 minutes \$90

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Hygiene and PPE Requirements

The health and safety of our patients and therapists is paramount to our operations. If you are feeling unwell, do not attend your appointment. Please call the clinic and we will assist you to reschedule for another suitable time.

Privacy Policy

In accordance with the Privacy Act, we require your consent to collect personal and medical information about you. We may need to use this information for the following purposes:

- Administration within our clinic including billing
- Contact with other health practitioners involved in your health care using names, addresses, and phone numbers you have given us.
- To provide quality health care. All medical and personal information we collect is held with the strictest confidence. No release of information will take place without prior consent from the patient. We are committed to complying with the Privacy Act 1988 and the Australian Privacy Principles.

Collecting information

When we collect personal information from an individual, we will ensure we do so in a fair and honest manner and that we disclose how this information will be used other than those for which we have obtained the individual's consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act. You may, at any time, contact our clinic, regarding your personal information. If we collect sensitive information (as defined under the Act), we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purposes other than your direct care.

Myotherapy Treatment

Please read our informed consent document prior to your first appointment.

Post Treatment Recovery

Some soreness after Myotherapy treatment may occur. This soreness is a result of the required physical pressure use by your practitioner to regain proper movement and function to your body. This soreness is short-lived, and usually resolves within 24-48 hours. Often, these short-term symptoms can be relieved with heat or cold packs or hot showers. Completing your prescribed exercises as directed by your practitioner or going for a light walk is also often a great idea. If you have any concerns or questions about your management, or your symptoms get worse, don't be afraid to contact us to discuss with your practitioner.