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| --- | --- | --- |
| Title: | Surname: | First Names: |
| Address:Email:(we will confirm your appointment via email if you provide) | Date of Birth: |
| Telephone no’s Home: Mobile:Parent/Guardian: |
| Sevenoaks School Pupils (*if applicable*)Matron / House:Border Y/N (Please Circle)Self Funding Y/N (Please Circle)Insurance Y/N (Please Circle) | Insurance Company *(if applicable)*:Policy No:Authorisation/Claim Code:Number of sessions auth: |
| GP Name & Address:Consultant Name & Address:(if applicable) | *Where did you hear of us? (Not mandatory but helpful)**□ Doctor (GP)**□ Consultant / Specialist* *□ Word of mouth about Clinic**□ Word of mouth about a Physio**□ via Sevenoaks School**□ via Sports Club e.g. hockey**□ via Sevenoaks Medical Centre**□ Workshop / Event**□ Sign/Banner* *□ Google / search engine**□ Yell.com/Yellow Pages* |

**PATIENT DECLARATION: PLEASE READ CAREFULLY**

By signing this form:

I declare that the above information is complete and correct.

I confirm that I have been provided with a copy of the Company's Privacy Statement

I confirm that I have been advised of and agree with Sevenoaks Physiotherapy’s fee schedule

I understand that I am liable for a cancellation fee of 50% of the standard treatment charge in the event that I do not attend a booked session unless I have given at least 24 hours written notice that I am unable to attend.

I understand that by attending a physiotherapy appointment this is deemed to be my consent to the physiotherapist that they may examine or treat me. (However, they will ask your explicit consent to carry out what they deem to be less standard forms of treatment e.g. acupuncture, women's health procedures)

Where applicable I understand that Sevenoaks Physiotherapy will process claim(s) with my health insurer on my behalf. However I agree that I ultimately remain liable for the treatment should my health insurer refuse payment and have read and agree to the medical insurance terms that are found overleaf.

I have understood the information regarding the use of the car park as given overleaf and agree that (if applicable) use of the car park it entirely at my own risk

Signed (Parent or guardian if patient under 18): Date:

**Medical Insurance**

Sevenoaks Physiotherapy will invoice AXA and BUPA directly on your behalf. We may also be able to offer this service in respect of other medical health insurance companies, but this is not guaranteed and you should check with us when booking your appointment. In the event that we are unable to invoice on your behalf we would ask you to self fund and we will provide you with an invoice so you can reclaim from the insurance company under the terms of your policy. Please be aware that even though you carry medical insurance the responsibility to settle bills with us remains with you and by signing this consent form you are agreeing to this as part of our Terms and Conditions. The insurance policy is between you and the insurer; we are simply collecting the money on your behalf.

In order to make the process as painless as possible, before you come in for your initial appointment could you please provide:

* Your up to date membership number and injury pre-authorisation number from your insurance company.
* Your policy limitations, like your excess amount, the number of sessions or the value that has been approved.

From time to time invoices will be returned unpaid due to the limitations on your policy. This means that you will need to pay Sevenoaks Physiotherapy directly for these unpaid invoices. If you disagree with any of these charges, you will need to contact your insurance provider directly.

Below are some examples why your insurance company may not pay an invoice we have sent to them on your behalf:

* Excess – Most policies will have an excess which you will have to pay Sevenoaks Physiotherapy directly.
* Maximum Benefit – If you go over the set value amount of your treatment, you will have to pay Sevenoaks Physiotherapy directly.
* Session limit – Some policies have a session limitation. If you go over this amount, you will be required to pay Sevenoaks Physiotherapy directly.
* Relevant Authorisation – If you do not have authorisation from your insurance company, GP or in some cases your employer, you will have to pay for all treatment until this is resolved.

It is important to note that you can only claim for physiotherapy treatment. We also strongly recommend that you understand the policy limitations and if you are unhappy with the cover that the insurer provides that you speak with them direct.

**We are unable to provide extended treatment time under insurance funding and our treatment times are as follows :– Initial Assessment = 45 min: Follow up session = 30 min. Please note that all AXA funded sessions are 30 min inc. Initial assessment.**

You cannot claim for:

• Missed appointments of cancellations

• Other sessions (e.g. running technique coaching, Pilates classes or massage)

• Tape, rollers or any other equipment

**Car Parking**

Manor Clinic have outsourced management of the Car Parks to an outside company. Clients of the clinic are required to input their car registration into the ANPR system at reception or outside the Pilates Studio. Sevenoaks Physiotherapy have no control over the PCN’s that this company may issue for incorrect use of the system.

Please ask at Reception if you would like a copy of this information.

Sevenoaks Physiotherapy registered with the Information Commissioner Office no. Z3654186