

NOTICE OF CANCELLATION

We require you to give us at least **12 hours notice** if you are unable to attend an appointment that has been scheduled. If you do not notify us in time or fail to attend a scheduled appointment, you may be charged a \$20 fee. Under special circumstances, your Physiotherapist is able to negotiate this with you. There are often people waiting to be able to see one of our Physiotherapists and your cancellation will allow someone else the opportunity for treatment.

FACILITIES

Campus Health has facilities for patients with a disability or patients using wheelchairs. Members of the Recreation Centre may utilise the gym in conjunction with their physiotherapy treatment.

PHYSIOTHERAPY APPOINTMENT TIMES

Campus Health

University of Canterbury
90 Ilam Rd
Private bag 4800
Christchurch
Phone: 3642402
On Campus: ext3669
Fax: 3642457

Monday to Friday 8.30 to 5.30pm

Riccarton Physiotherapy
187 Riccarton Rd
Christchurch

Monday to Friday 8am to 6pm
Phone: 348 5359
Fax: 348 7965

Email: riccartonphysio@xtra.co.nz



Practice Information

CAMPUS HEALTH PHYSIOTHERAPY

Welcome to Campus Health Physiotherapy at the Student Health Centre. We hope you will feel comfortable in our clinic and will benefit from our service. Please let us know if you have any comments on the way we provide your care.

ABOUT US

The staff of Riccarton Physiotherapy/Campus Health are all experienced Physiotherapists with current registration and memberships of the appropriate associations and the New Zealand Society of Physiotherapists. Nigel, Marie, Josh and Catherine are your current physiotherapists at the Campus Health. Please do not hesitate to ask any of our Staff for assistance at any time.

ACCREDITED PRACTICE

Campus Health Physiotherapy is a fully Accredited Practice, which means we have undergone and passed an independent assessment of our practice directed by the New Zealand Private Practitioners' Association. We have complied with standards set by the Association, which are recognised by the Physiotherapy Profession, the Government and ACC. Our certificate of Accreditation is your assurance of quality care.

E.P.N. CLINIC

(Endorsed Provider Network Clinic)

Campus Health Physiotherapy is recognised as an Endorsed Provider by ACC. This means our clinic has a contract with ACC, which allows you, the client, to gain free access to ACC related treatment. ACC covers the cost of your treatment, except for the cost of materials, and **there is no surcharge.**

Your Physiotherapist will discuss any additional material costs with you. ACC forms can now be filled out at this Practice, ask our staff if you qualify to lodge an ACC claim.

PATIENTS' RIGHTS AND RESPONSIBILITIES

Please read the Rights and Responsibilities Brochure given to you and ask the Physiotherapist any questions you have regarding this.

PERSONAL INFORMATION

Before your first appointment we will ask you to fill out a form with your personal information. This is for our records and administrative systems only. The medical information is held in accordance to the Health and Information Privacy Act (1992). You have a right to access this information at your request. We may also discuss your health information with the referring agent such as your Doctor, Insurance Provider or ACC Case Manager. Please inform the Physiotherapist if you are not in agreement with this.

COMMENTS AND COMPLAINTS

If you wish to make a complaint or comment on our service there is a form available in reception for you to fill out.

You can also write to or phone one of the Partners in the Practice - Kevin Gallagher, Diana Conner, Katherine Pierce or Nigel Roy. Nigel works at Campus Health. This can be done anonymously if you wish.

Once a complaint is received the Partner will review it and ensure its rectification and resolution.

If necessary another colleague can be brought in to resolve the complaint. You will be fully informed about the rectification process. You are also able to complain to the Privacy Commissioner regarding privacy and health issues, or the Health and Disability Commissioner regarding patient's rights. The local patient advocate's number is 0800 112233.

Please talk to your Physiotherapist if you have any concerns at all about your treatment or your condition. Our job is to care for you and help you to gain and maintain optimum function in the shortest possible time.

PRIVATE APPOINTMENTS

When the injury or condition you have does not qualify for coverage under the ACC system, you will be charged for a "Private Appointment". You may be able to claim this back from your personal insurance if you have the appropriate cover. The fee for a private appointment is \$45 reduced to \$40 for students.