



## **Terms and Conditions**

### **Assessment**

Bristol Home Therapists will provide assessment and treatment of your condition with your consent and at your request in your own home, you can withdraw your consent at any time without it affecting your rights.

During your initial consultation, your therapist/ therapists will ask you some questions about your symptoms, what your expectations are, your medical history, medication, and activity levels plus a physical examination of the affected area. The assessment takes 45-60 mins minutes (up to 90 minutes if both disciplines assessing). We aim to provide treatment within this time scale but if due to complexity we can only complete an assessment, treatment will be arranged for a future date.

To accurately assess you your therapist(s) will complete a physical examination and need to see the affected area, how you move and/or take your vital signs such as blood pressure for example. Please ensure you wear appropriate clothing for this.

Please ask any questions that you may have at any time during or before your session, your therapist will be more than happy to explain things to you. After your assessment, your therapist (s) will discuss their findings with you and propose a treatment plan tailored specifically to your own goals and requirements. Please note that after the initial assessment has been carried out, we may decide that we cannot provide any services if, for example, treatment for the condition may not be suitable or appropriate or you need an onward referral.

The assessment process is used to determine if physiotherapy/occupational therapy is a suitable approach to treatment and rule out other potential problems and refer onwards accordingly. If there is a significant period between an initial assessment and treatment or you are admitted into hospital for you condition or something that may cause changes to your overall function, we will ask you to confirm in writing that the initial assessment remains accurate, or we will ask you to undergo another initial assessment. This is to ensure we work to our professional, regulatory, and legal standards and it will be priced accordingly.

If you have received services from Bristol Home Therapists in the past you will be considered a 'New Patient' if over 6 months has passed since discharge, due to potential changes to your condition, and this will be charged accordingly. A new assessment may also be required if there has been an admission to hospital.

### **Privacy**

We treat all personal and business information supplied by you as confidential and are committed to ensure your privacy is protected. We shall not disclose such information to any third party without your prior permission, except where required by law or where action may be necessary to protect you or someone else.

Your personal data is collected electronically on password protected software via an encrypted computer with password protection. We store your data for 8 years in line with HCPC legal requirements for health-related records. Once this period has expired, your data will be destroyed securely.



Any paper files are scanned and destroyed. You have the right to request a copy of your data at any time at no financial cost. We have an obligation to respond within 30 days to any such requests. We will not sell, distribute or lease your personal information to third parties unless we have your explicit permission or are required by law to do so. Employees, associates and agents of Bristol Home Therapists may be given access to any personal information which we collect, but their use shall be limited to the performance of their duties and in line with the reason for processing.

We may use your personal information to send you promotional information about Bristol Home Therapists and other information related to our industry.

## **Protecting your data**

We are registered data controllers with the Information Commissioners Office (ICO) and if any breach of your personal data is suspected we will notify the relevant authorities within 72 hours in line with GDPR regulations.

If we conduct a remote assessments or treatments, we use the secure platforms such as Zoom, Microsoft Teams, WhatsApp or FaceTime.

Consultations will have a password supplied for you to be able to access the meeting room. The session will not routinely be recorded. Should you wish us to record the assessment or treatment, for your own personal records, then this can be organised by prior agreement, written consent and a copy can be emailed to you securely.

A risk assessment will be conducted to determine whether face to face or remote treatment is appropriate. In the event of face-to-face treatment being indicated, the risks and benefits associated with this treatment will be clearly explained to you and your consent to proceed will be obtained and documented prior to the treatment.

## **Outcomes**

It is not possible that any result or outcome can be guaranteed because of our physiotherapy or occupational therapy services. Our aim is to provide a therapy service using reasonable care and skill. Some patient's conditions may take longer than others to treat and we will regularly reassess the treatment plan and communicate this with you.

We shall seek to enable you to achieve your desired outcomes. No outcome can be guaranteed; however, you have sole responsibility for acting on any recommendations or advice we have provided.



## Sessions

If we have not agreed the number of sessions to be provided, we shall provide sessions on a session-by-session basis. We will agree the date and time of the first session and any subsequent sessions by telephone, in person or by email.

**Assignments** We may set you assignments to be completed between sessions. You are not obliged to complete these assignments; but if you do not complete them your progress in achieving the desired outcomes will be slowed down.

## Pricing

Joint Occupational Therapy/Physiotherapy Assessment up to 1.5 hours £160

Initial assessment single discipline –

- 45-60min £85 Physiotherapist assessment.
- 45-60 min Occupational therapy assessment. Price to be set by therapist based on the complexity of the assessment required.

Follow up treatment -

- 45-60min at £60 for a Physiotherapist follow up
- 45-60min at £60 for an Occupational Therapist follow up
- 60min at £120 for a joint therapy follow up

Reports are charged at £60 per report requested.