



Medical Insurance and Payments

We will invoice the relevant insurance provider for the cost of your treatment; however, you are still liable for the payment of our fees in full. To enable us to do this we would need you to provide us with your insurance membership details, policy number and a valid-pre-authorisation code for the proposed treatment.

It is important to note that, depending on your individual policy, your private medical insurance may not cover all of our fees; this could be the result of an excess payable on your policy, or that your policy may not cover certain treatments. If your insurance company does not cover the cost, it is expected that you will cover the full balance. Once we are notified of an excess payment that's due on your policy, your allowance has been exhausted or our claim has been rejected for whatever reason, any fees will be invoiced directly to you.

Direct Payments for self funding patients

When you are required to pay the full cost of your treatment, we will take payment by cash or by credit/debit card on the premises at the time of each appointment or at the end of treatment. We can also provide you with a full receipt by email if you need to reclaim this charge from your insurer.

Appointments

Please make sure you turn up for your appointments on time. If you are 15 minutes overtime, it is very unlikely that you would be seen and if you are, it would only be for the remainder of the session time which would be at the discretion of the treating therapist. Please make sure you enquire about parking, directions etc before the appointment so that you know where you are going. Most of the session times are 30 minutes on an average unless agreed otherwise.

Cancellation Policy

Reminder emails and/or text messages are sent as a courtesy to all our clients, however the onus is on yourself to keep a record of all of your future appointments. To cancel any appointment, we require at least 24 hours notice. Appointments cancelled within this time frame may be liable to a late cancellation charge at the discretion of the treating therapist.

HPC & CSP registered Physiotherapists

9 The Courtyard, East Park, Crawley, RH10 6AG. Tel: 01293 529090
11-13 High Street, Caterham, Surrey, CR3 5UE Tel: 01883 338362
Email: info@prorehab.co.uk Website: www.prorehab.co.uk



Referrals

When further treatment or imaging is required we may refer you onto a third party, whereby we will send a referral letter, after which the responsibility is on you to arrange an appointment with them. Once under their care you will be bound by the terms and conditions of that third party and we undertake no liability with respect to that third party.

Consent to treatment

Medical and therapeutic problems, procedures and treatments can be at times confusing for patients. Our Physiotherapists will not begin any form of objective assessment, or indeed treatment unless you have given your written consent.

We make every effort to help you to fully understand our diagnosis, the recommended procedures and any treatment that may be involved. We welcome any queries on anything that you may be uncertain of, or if you simply require more information. We also require that you make us aware of any factors that could affect your treatment or diagnosis. If necessary, we can also send correspondence to your GP.

What to expect from your Physiotherapy assessment

During your initial consultation your Physiotherapist will ask you some questions about your symptoms and will then ask to assess the problem area.

In order to properly assess you, your Physiotherapist may need to see the affected area. For a lower limb condition it would be useful if you could bring a pair of shorts to change into, similarly for an upper limb condition bringing a vest top to change into would be useful. For a lower back condition it would be useful to bring both shorts and a vest top so that the Physiotherapist can see the whole of your spine and lower limb, or problems contributing to your symptoms may not be picked up.

If you feel uncomfortable about the examination, you can bring someone with you or ask us to arrange a chaperone to be present during the examination. Please feel free to ask any questions that you may have at any time during your session, your Physiotherapist will be more than happy to explain things to you.

After your assessment, your Physiotherapist will discuss their findings with you and propose a treatment plan tailored specifically to your own goals.

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Complaints

For any complaints please contact us on 01293529090 or email us on admin@prorehab.co.uk so that we resolve any complaints you might have . For additional information please refer to our complaints policy .

Minors:

Whilst we do treat minors it is imperative that they are accompanied by their parents or parent or guardian at the time of each appointment.

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