



## PATIENT INFORMATION

**Thank you for choosing Wimborne Osteopathic Clinic. Please note the following information concerning your osteopathic consultation and treatment and complete the details overleaf. Thank you.**

- On the first visit your osteopath will take a detailed case history including a full medical history. Then, depending on the location of the problem he/she will usually want to make a full examination of the spine or the region where there is pain. It is normal practice to ask you to undress to your underwear or you can wear shorts and a tee shirt if you prefer. Once you are on the treatment table a towel or blanket can be provided if you wish.
- You are welcome to bring a friend or relative with you into the treatment room. Under 16s or adults who are not able to make their own decisions must be accompanied by a parent or guardian who is able to give consent (for further details, please see Consent Guidance in clinic reception or on our website).
- Please bring a list of any medications, either prescribed or over the counter, including any homeopathic or herbal remedies or supplements you take regularly. It will aid in assessing your condition and in reaching a correct diagnosis. Any X-ray, scan or test results will also be helpful.
- The osteopath will examine your posture and ask you to perform simple movements as well as using other tests, such as reflexes and blood pressure, to determine the cause of your symptoms. Please note that the case history taking and examination will take up most of the time on the first visit.
- During your first consultation/examination a detailed explanation of the diagnosis and proposed treatment will be given to you. Please do not hesitate to ask any questions about anything that you do not understand about the proposed treatment.
- You will be advised on the approximate number of sessions you may need but it is often difficult to be accurate at the initial consultation as prognosis depends on many factors, including your compliance with any home advice.
- Every patient is different and treatment varies accordingly. However, treatment will often involve specific massage of soft tissues, mobilisation of joints and high velocity thrust techniques as well as gentle cranial osteopathy. Medical acupuncture may also be used with your consent.
- It is not unusual to experience some discomfort for a day or so following treatment, but if you have any concerns then please contact the clinic.
- All information is treated in confidence, just as when you see a doctor and we comply with current data protection legislation. Our Privacy Notice is available on our website or in the clinic waiting area.
- You are free to stop the consultation, examination or treatment at any time.
- If you have a complaint or concern about any aspect of your treatment, please contact the clinic as soon as possible. A copy of the complaints procedure is available from the clinic or our website.

**P.T.O.**

- The current fees are £55 for your first visit which will take up to an hour and £42 for subsequent visits which will normally last for half an hour (£45 and £37 for children). However, please note that these appointment lengths may vary as some conditions need extra time and some require less time. The important point to remember is that your osteopath aims to achieve the maximum benefit for your condition during each treatment session and the fee reflects your osteopath's experience and decision on each occasion.
- If you are insured you are expected to settle the bill for each visit yourself (unless otherwise agreed that the osteopath will claim direct from your insurers) and you will be given a receipt so that you can reclaim the fee from your insurance company. Payment can be made by cheque, cash, debit or credit card or BACS.
- If for any reason you decide not to take up your appointment, please notify us as soon as possible to cancel so that your appointment can be reallocated if possible. **If you cancel with less than 24 hours' notice and your appointment is not taken by another patient or if you miss an appointment without notice, then the clinic's policy is to charge the full fee.**

**We would love to stay in touch a few times a year and share our expertise with tips for improving your health, special offers and clinic news (opening hours, holiday dates, Pilates classes etc). Please tick this box if you are happy to receive these (you can unsubscribe at any time).**

**Please complete the following (PLEASE PRINT CLEARLY)**

Title ..... Name .....

Address .....

.....Postcode .....

Date of birth .....

GP ..... Practice .....

Please give telephone numbers where you are happy for a message to be left.

Home ..... Work .....

Mobile ..... Email .....

Your email address will be used to send appointment confirmation and reminders.

**I confirm that I have read and understand the Patient Information document, that the information given is correct and that I consent to being treated in the manner described.**

**I confirm that I am responsible for the payment of fees (including fees incurred due to missed appointments or late cancellations).**

Signed ..... Date .....

**How did you hear about Wimborne Osteopathic Clinic?**

Sign  Yellow Pages  Yell.com

My website  Facebook/Twitter  Google Search

Recommendation (who?) .....