

## Forefront Physiotherapy Booking Policy

At Forefront Physiotherapy Geelong we understand that life gets busy and unforeseen circumstances and events can occur. We understand that you may be unable to attend an appointment or need to change your appointment time. We ask that you let our team know as soon as possible if you are unable to attend a pre booked appointment. We will always aim to reschedule an appointment that suits you best!

Please let us know by calling (03) 4227 2990, even when calling after hours, you will be given the option to leave a message. We appreciate you letting us know rather than not attending! Cancellations within 24 hours or not notifying our team at all may incur a \$50 cancellation fee.

At Forefront Physiotherapy Geelong our team strive to keep appointments on time and not run late. We don't like to keep you waiting! Please note that clients who arrive late to their appointment may receive a shorter consult in order to keep on track with our appointment times.

## Accounts and Billing

We don't believe in charging more for your initial appointment as we believe all appointments are just as important and equal! All private consultations at Forefront Physiotherapy are therefore priced at \$88.00 with billings to be paid at the time of your appointment.

Rebates may also be available through your private health insurer. Our clinics have HICAPS machines which allow you to claim your health fund rebate directly, leaving only the gap of your consult to pay. Please ensure you bring your health fund card with you to each time you visit Forefront Physiotherapy Geelong.

At Forefront Physiotherapy Geelong we accept WorkCover, TAC and DVA patients. Forefront Physiotherapy Geelong are experienced in seeing a wide range of work and traffic related injuries. We strongly liaise with insurance companies to ensure our patients are receiving the best treatment possible. For your initial appointment you will need to bring either your claim number or appropriate cards to present to our staff. Please ensure you also bring any relevant paperwork and scans.

We accept cash, EFTPOS and credit card payments.

Please feel free to call our team to discuss any queries you may have.