Mezzanine Level
13–15/1 Freshwater Place
Southbank VIC 3006
P: 8640 0328
W: www.elitesportsphysio.com.au

Welcome

Thank you for choosing *Elite Sports Physiotherapy*. This pack explains what to expect at your first visit and how our appointments and payments work. Please keep it for future reference.

YOUR FIRST VISIT

STEP 1

A few forms

Before you see your physiotherapist, we'll ask you to complete some brief paperwork about you and your health history.

STEP 2

Assessment

We'll talk through your injury history in detail, then follow up with a physical examination to help pinpoint the problem.

STEP 3

Your treatment plan

We'll explain what we found and discuss a plan that best supports your recovery and treatment.

30–40 min
Initial consultation

20 min
Standard review consultation

40 min
Extended review consultation

30/45/60 min
Sports massage also available

GOOD TO KNOW

Our assessments are thorough and can be physically demanding at times. If anything feels uncomfortable or concerning, please tell your physiotherapist straight away.

Soreness after treatment is normal. If you're worried about how you feel afterwards, please contact us and speak with your physiotherapist.

Many of our new clients come to us on the recommendation of friends and colleagues. We see word-of-mouth referrals as the highest compliment, and we'd be delighted to welcome anyone you recommend to us.

Please complete all sections of the registration forms, and your physiotherapist will meet with you shortly.

Yours in good health,

Sriyan Peries
Elite Sports Physiotherapy

Facebook: **Elite Sports Physiotherapy** Instagram: **@elitesportsphysio_southbank** Email: **info@elitesportsphysio.com.au**

Sports & Spinal Physiotherapy • Massage • Clinical Pilates • WorkCover / TAC / DVA approved

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Payments & Policies

PLEASE READ BEFORE YOUR FIRST APPOINTMENT

Paying for your appointment	Payment is due at the time of your consultation. We accept cash, EFTPOS and credit cards, including AMEX.
Private health insurance	If your Extras (Ancillary) cover includes physiotherapy, you can claim a rebate. We accept all health funds through HICAPS. Please bring your health fund card to every appointment so you can claim your benefit on the spot. Without your card, you'll need to pay the full fee on the day. We'll give you a receipt, and most funds let you claim online or through their app.
WorkCover & TAC claims	Because the fees paid by these schemes fall short of our standard fees, there may be out-of-pocket costs for your appointments. For accepted claims we can bill WorkCover/TAC directly, and any gap payments will need to be paid at the time of consultation. If online billing is not possible, payment in full is requested and we'll provide the necessary receipts for your reimbursement. If you have any questions or concerns about this policy, please speak with us.
Medicare & DVA	Medicare rebates apply to referrals under a **GP Chronic Condition Management Plan** from your doctor. Please bring the referral to your first appointment. Payment in full is required at the time of consultation, and we will organise the rebate to be paid directly to your Medicare-linked bank account. For DVA, there are no out-of-pocket costs. If you have any questions or concerns about this policy, please speak with us.
Cancellations & missed appointments	Please give at least 24 hours' notice where possible if you need to cancel or reschedule. This gives ample time for others to fill these appointments. If you cancel **within 4 hours** of your appointment, or **do not attend**, you'll be charged the **full consultation fee**. You can pay this at your next appointment, or we'll send you an invoice. For WorkCover, TAC, DVA and Medicare clients, this fee can't be claimed from the scheme or insurer.
Reminders	We'll send you an SMS reminder the day before your appointment. Please still write down your next appointment or add it to your calendar before you leave.
Arriving on time	We try hard to keep to time so no one is left waiting. Please arrive at least 5 minutes before your appointments. If you arrive late, your treatment may be cut short, or you may need to reschedule at an extra cost to you.
Referrals & results	Please send any digital documents, referrals or imaging results to **info@elitesportsphysio.com.au**
Your privacy	We collect your personal and health information to assess and treat you, process your claims and keep you informed about your care. We do not store insurance or credit card details.