



Your First Appointment Everything You Need to Know

1/78 Merthyr Rd, New Farm QLD 4005 | Phone: 3358 5481

Booking date: __/__/__ Time: __:__

Arrive a few minutes early to fill out a short form with your contact particulars

What to Bring

- Doctors referral if applicable*. Clients for Physiotherapy do not need a doctor's referral unless your fees are being paid by WorkCover, DVA or Third Party Insurance
- Recent and relevant X Ray or Scan reports
- A list of your current medications

A Note on Fees

- Clients using their "Extras Cover". Health Insurance Companies issue you with a card. Please bring your card with you as your claim can be immediately processed. Health funds vary in the amount they rebate. If you want to know the exact amount your fund will rebate prior to your treatment, you will need to call them. A gap to cover the remainder of the fees will be required.
- DVA. Clients need to bring their gold or white card and current doctor's referral. We will bill DVA directly as full payment.
- WorkCover clients will need to bring their doctor's referral and claim number. The WorkCover claim may take a week to be approved but you should receive your number before that. You are welcome to attend prior to gaining approval though you will need to pay the fees yourself to be reimbursed by WorkCover later. Once your claim is approved, we will bill WorkCover directly as full payment of your fees.
- Third Party Insurance. Clients injured in a motor vehicle accident through no fault of their own, may want to claim their medical expenses through third party insurance. You will need a doctor's referral to attend physiotherapy. You will also need to make a claim with the appropriate insurance company. Once your claim has been processed, the insurance company will agree to an initial Physio consult. The physiotherapist will submit a treatment plan and regular treatment sessions will be scheduled. Prior to the approval of your claim you will need to pay the Physiotherapy fees up front, on approval of your claim, we will bill the insurance company directly.
- Preferred Provider Schemes: Under advice from The Australian Physiotherapy Association (APA), we have opted not to enter a "Preferred Provider Scheme" with any private health fund. The APA has advised physiotherapists not to participate in these schemes because of the severe and unfair restriction of fees involved. It is important to note that a "preferred provider" does not have any extra qualifications or expertise. They have just entered into a highly restrictive arrangement with a health fund.
- Medicare Clients: New Farm Physiotherapy will accept EPC plans. These treatments may entail a gap payment. No gap EPC treatments are only given where there has been prior agreement with the practitioner.



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What to wear

- Physiotherapy clients should wear loose and comfortable clothes. If you come straight from work, we have a collection of comfortable shorts that may be worn. If your problem is more upper body, a loose singlet or camisole may be more comfortable for you. If you have a low back problem, elasticated shorts make it easy for the practitioner to massage to the back and hips. We also have a large array of comfortable sarongs.

More than one area to be treated

- A half hour consultation will involve treatment of one area only or two related areas (such as neck/shoulder pain or hip/back pain)
- Two unrelated areas of treatment may require a longer consultation. Please call the reception to discuss whether you would like both areas treated at the first visit. Often it is preferable to stagger the treatments anyway as there is usually much to take in and the more problematic the area the more priority it should be given.

What to expect during an Initial Consultation?

- **Part 1:** You will be asked to describe your pain and where it is. What makes it worse and what makes it better. We will want to know how and when it started. Don't worry if you can't remember exactly what brought on the pain as often there is no particular incident. Let us know your medical history, your tablets and the results of any investigations.
- **Part 2:** The physical examination will involve the practitioner looking at the area of pain, looking at the way you move and how far you can move. Your pain and your mobility are the key parts of this assessment.
- **Part 3:** The treatment phase. The treatment plan is formulated according to the results of the examination. New Farm Physio uses the acronym: **R.A.C.M**

Release, Align, Connect, Move

Release and Align are the "Hands On" component.

Connect (core stability) and Move are the exercise component