Pre-treatment Information

WELWYNGARDEN OSTEOPATHS | yourOsteopath
helping you to live a pain free life

Getting here

address: 53 Longcroft Lane AL8 6EB
tel: 01707 334 902
email: reception@yourOsteopath.co.uk
web: www.yourOsteopath.co.uk

facebook.com/yourOsteopaths
tweet:@yourOsteopath



For a map or directions click here

We have limited parking on the forecourt at the practice and it is also possible to park on the road with a permit, which we can provide.

Practice Information

Monday	9:00am – 6:30pm
Tuesday	9:00am – 8:00pm
Wednesday	9:00am – 6:00pm
Thursday	9:00am – 7:30pm
Friday	9:00am – 6:00pm
Saturday	9:00am – 1:00pm

Reception is open from 9am every day, except Friday when it is open at 9:30am. Please leave a message on our answer machine and we will return your call, or visit our website to book your own appointment, on-line.

Initial appointments are scheduled to last 45 minutes, with any follow up visits scheduled to last 30 mins.

On arrival

One of our fully qualified, registered osteopaths will see you.

Some people may be nervous about visiting an osteopath. You are welcome to bring a friend or relation into the treatment room with you.



Barbara Grace



Stephen Perry



Rob Ballard

General Osteopathic Council
WE'RE REGISTERED
www.osteopathy.org.uk

Registered in England and Wales Number 4871899

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What to expect

- You will be asked questions by YourOsteopath, about your complaint, medical history, including operations and illnesses, whether you are taking any medication and about any changes in your general health. Although some questions may seem unnecessary all this information helps YourOsteopath to make a diagnosis and develop a suitable treatment plan for you.

- It is important that you bring with you a list of all medication you are taking or let us know if there has been any recent changes to your medication.

- It is important that YourOsteopath sees not only the area that seems to be causing the problem, but other areas that may be related to your condition.

- To examine you, you will be asked to undress to your underwear. Please tell YourOsteopath if you do not wish to do so. We can provide a gown or you may wish to wear a pair of shorts and a vest.

- YourOsteopath may ask you to perform certain simple movements in order to understand and assess your condition.

- Further examination will normally be conducted whilst you lie on the examination couch. YourOsteopath may conduct various tests such as blood pressure, reflexes, joint mobility and muscle strength.

- YourOsteopath will normally make a diagnosis. This will be discussed with you along with the expected benefits of treatment versus any possible side effects or risks. In most cases, once you have given your consent, some treatment will be given. If YourOsteopath does not think you will benefit from osteopathic treatment they will explain why and discuss your options.

Please do not hesitate to ask YourOsteopath to stop treatment and explain anything they say or do at any time during your appointment.

It may be helpful during the course of your treatment for YourOsteopath to either inform your GP about areas of your health and treatment or for YourOsteopath to obtain details of your medical history. Your separate consent is required for this.

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Fees and Terms

INITIAL CONSULTATION or	£67.00
Re-examination for a new condition	
FOLLOW-UP APPOINTMENTS	£52.00

What we ask of you:

- please complete or update your contact details and consent form BEFORE your appointment. This will have been sent to you via email, when you made your appointment
- please understand that if you arrive too late for us to be able to complete the planned treatment, we will reschedule your appointment to avoid affecting following patients
- please give 24 hours notice should you need to cancel or reschedule your appointment so we can offer that appointment to another patient. A fee may be charged if you fail to keep your appointment with us without giving sufficient notice
- please settle your account after your appointment. Payment can be made by cash, cheque, credit/debit card or via your private medical insurer
- do let us know if there is something that upsets you - that way we have a chance to put it right
- If you have health insurance please contact your agent or company before your appointment to check your policy requirements. You must inform us before treatment begins so that the relevant administration can be dealt with promptly. Unless stipulated by your insurance company, we do not normally require a direct referral from your GP.

Our Commitment to you. We will:

- treat you with respect and courtesy
- listen to you
- prescribe, what we judge to be, the most appropriate treatment plan for you
- not embark on a treatment unless we anticipate a positive outcome
- discuss with you any decisions about your treatment and our expectations of the extent of benefit that may be gained
- make every effort to keep to time for your appointment
- through Continuous Professional Development, keep abreast of new techniques and Best Practice in Osteopathy

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