

# WelwynGarden Osteopaths

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## TERMS AND CONDITIONS

### **Our Commitment to Personal Service**

We will treat you with respect and courtesy

We will listen to you

We will prescribe the most appropriate treatment plan for you

We will make every effort to keep to time for your appointment

We will apologise and make amends if we don't perform as we promise

### **We Promise that**

We will not embark on a treatment unless we anticipate a positive outcome

Any decisions about your treatment and our expectations of the extent of benefit gained, will be discussed with you, before treatment starts

### **What we ask of you**

We ask that you attend your appointment in good time for you to complete any paperwork and get settled before your appointment, and accept that should you arrive too late for us to be able to complete the planned treatment, that we reschedule you to avoid affecting following patients.

We ask that you settle your account with us after your appointment, or on receipt of our invoice. Payment can be made by cash, cheques, credit/debit card or via your private medical insurer.

Should any appointments need to be changed, then we ask that you give 24 hours notice to enable the appointment to be offered to another patient, and that you understand a fee may be charged if you fail to keep your appointment with us, without sufficient notice.

We ask you to complain if there is something that upsets you. That way we have a chance to put it right and apologise.

We ask that if you are happy with our service you recommend us to a family member, friend or colleague and if you wish to, that you let us have a written testimonial for us to show other patients.

**Your Health -Your Osteopaths**

Stephen Perry ● Barbara Grace ● Katie Sonnex

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