

Our Fees And Payments Policy

Payment of Private Patient Accounts

Payment of fees for Clinical Services (ie. Physiotherapy, Acupuncture, Shiatsu, Life Coaching and Private Yoga sessions) are due and payable at the time of the appointment. We accept the following methods of payment: cash, credit card (Visa, Mastercard), eftpos. We will not accept cheques unless prior arrangement has been made, and certainly not for the initial consultation. We do not issue accounts or invoices. Check with your Private Health fund; most of our services attract partial refunds.

We also provide the HICAPS system of payment for those in participating health funds (for Physiotherapy & Acupuncture only). Please check the [HICAPS web site](#) to see if your fund is a participating fund, or ring and ask us. Medicare refunds will become available for *Physiotherapy Medicare Health Plan* patients in the idle of 2009. More details on the latter will be published in our Blog pages as they become available.

Important note re: Workcover, TAC and Comcare

Audrey Burking (Physiotherapist) and Greg Horgan (Acupuncturist) no longer undertake Workcover, TAC or Comcare work (as of January 1st, 2008).

Special Programs

From time to time ***EastWest Therapies*** undertake special programs, training courses and workshops. When this occurs the Fees and Refunds policy will be clearly written on any promotional materials.

Cancellation Policy

We know everyone will understand our need to offer the very best service possible at all times. In order to do this we must know in advance if you are not able to attend a scheduled appointment. We understand that emergencies crop up and we do take that into account when applying the following policy.

We would request that you phone the clinic as soon as you know that you will be unable to attend; giving us a much notice as possible - preferably 24 hours. Failure to do so will incur the full cost of the service missed, and no future appointments will be scheduled until this fee is paid.

Fees for 2009¹

Physiotherapy

Initial Consultation	\$ 65.00
Standard Consultation (up to 30 mins)	\$ 55.00
Long Consultation (30-45 mins)	\$ 65.00
Extended Consultation (45 mins +).....	\$ 70.00

Acupuncture

Initial Consultation (60-90 mins) ---.....	\$ 80.00
Standard Consultation (up to 45 mins)	\$ 65.00
Long Consultation (45-60 mins)	\$ 80.00
Extended consultation (60 mins +)	\$ 90.00
Dual Consultation (two people book & attend for the same one hour session (separate rooms)	\$ 110.00 (or \$55.00 each)

Shiatsu

Standard consultation (up to 75 mins)	\$ 70.00
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Life Coaching

Per session (90 minute session)	\$ 125.00 (based on a minimum of 6 sessions)
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Please note: We review our fees each regularly. We are mindful of providing the best possible service at a fair and reasonable fee. Therefore, we know you will understand our policy of not offering discounts. If cost is an issue we are happy to discuss a fair and reasonable payment scheme that respects all parties concerned.

Thank you

Greg Horgan and Audrey Burking

¹ Fees are adjusted annually (1 July) to reflect movements in the CPI.