

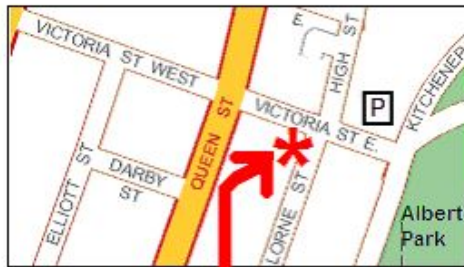
CLIENT GUIDE TO PHYSIOTHERAPY SERVICES

OPENING HOURS:

Tues, Wed & Fri 9.00 a.m. – 5.00 p.m.
 (appointments outside these hours by arrangement)

Telephone: (09) 307 1077
email: info@midtownphysio.co.nz
Web: www.midtownphysio.co.nz

Address: 7th Floor, Lister Building,
 9 Victoria Street East Auckland 1010



Midtown Physiotherapy is here.
 (corner of Lorne St & Victoria St East)
 Entrance is on Victoria St East.

PARKING: There is parking available at the Victoria Street AT Carpark or various pay and display carparks on Lorne St and Kitchener St. Can use AT Park app.

HOW TO ACCESS OUR SERVICES

You can contact us directly. A doctor's referral is not necessary.

You may also be referred by your GP or specialist.

We can provide gowns, shorts and blankets but you are encouraged to bring your own shorts, gown or wrap for more comfort.

We make every effort to ensure your wait time is no more than 5 minutes.

WHEELCHAIR ACCESS

Our clinic is wheelchair accessible (lift door width 75cm). There is an accessible toilet on the 3rd floor.

INTERPRETER SERVICE

If you require help with translation please discuss with your physiotherapist at the time of booking. You are welcome to bring a friend or family member for support and / or interpreter purposes.

COMPLIMENTS/COMPLAINTS

We are committed to providing you with the best service possible. Your feedback is always welcome. If you or your family has any concerns it is best to talk things over with us, wherever possible. If the problem is not resolved you can write to us or telephone the Health and Disability Commissioner's office on **0800 11 22 33**.

CULTURAL SAFETY

We are committed to providing a culturally safe service. Please let us know if you have any cultural needs, values or beliefs that you would like staff to be aware of.

OUR COMMITMENT TO QUALITY SERVICE

Before treatment is commenced the physiotherapist will carry out a thorough assessment of your condition.

Some treatments may be hazardous so it is very important that you tell the physiotherapist if you

- are **pregnant**
- have a **pacemaker** or **artificial implants** of any nature
- have **AIDS** or **Hepatitis**
- are on any **long-term medications** or have any **chronic or serious health problem**.

The physiotherapist will explain the diagnosis and discuss treatment options and their effects. You have the right to refuse part or all the treatment that is offered to you.

You have the right to a second opinion. Please discuss this with your physiotherapist or doctor. We will be happy to arrange this for you.

We encourage family members to be present when we are treating children under 16 years of age.

All information recorded in your health records will be kept confidential. Under the Privacy Act you have the right of access to and correction of your personal information held by us. No information will be given to a third party without your written permission.

Severe Reaction

If you have a severe reaction to any treatment please phone the after-hours number or your doctor.

After hours / emergencies: 027 3024835

WHAT WE DO

We can treat you for a wide variety of conditions.

MIDTOWN PHYSIOTHERAPY:

- Musculoskeletal injuries and pain
- Neck and back pain
- Sports injuries
- Headaches
- Arthritis
- Stiff joints
- Post-operative rehabilitation
- Work related injuries

MIDTOWN HAND THERAPY:

Midtown Hand Therapy provides expert care of conditions involving the **elbow, forearm, wrist and hand**. We can make customized splints or provide supports and braces to protect injured structures while maximising your function as you recover.

We treat your condition using one or more of the following techniques as appropriate:

- Massage
- Spinal manipulation
- Joint mobilisation
- Acupuncture
- Electrotherapy
- Exercise therapy
- Splinting

We do not treat neurological, respiratory or women's health problems.

We do have a comprehensive list of service providers with specific expertise to whom we can refer you if appropriate.

COSTS OF TREATMENT

MIDTOWN PHYSIOTHERAPY:

ACC: First Visit: \$45
Follow-up Visits: \$45 per visit

There may be a charge for materials, e.g. strapping, acupuncture needles. (If your application for treatment is declined by ACC we will invoice you for the treatment).

Private: First Visit: \$110
Follow-up Visits: \$85 per visit
Plus any charges for materials (as above)

MIDTOWN HAND THERAPY:

ACC: Hand therapy treatment is fully funded by ACC including limited provision of splinting and braces as required.

Private: \$110 Initial visit. \$85 per 30 minutes follow-up and splinting costs are additional.

VISITORS TO NEW ZEALAND: All visitors to New Zealand are covered by ACC if you have an accident during your stay that causes an injury.

Payment is required on the day of treatment unless otherwise arranged.

CANCELLING AN APPOINTMENT

Please telephone us if you cannot attend an appointment. Appointments not cancelled at least 2 hours before the appointment time will incur a \$30 charge.

PLEASE DO NOT ATTEND IF UNWELL: Please phone the clinic. **We can offer a telehealth service.**

HEALTH AND DISABILITY SERVICES CONSUMERS CODE OF RIGHTS

1 RESPECT: You should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.

2 FAIR TREATMENT: No one should discriminate against you, pressure you into something you do not want or take advantage of you in any way.

3 DIGNITY AND INDEPENDENCE: Services should support you to live a dignified, independent life.

4 PROPER STANDARDS: You have the right to be treated with care and skill and to receive services that reflect your needs. All those involved in your care should work together for you.

5 COMMUNICATION: You have the right to be listened to, understood and receive information in whatever way you need. When it is necessary and practicable an interpreter should be available.

6 INFORMATION: You have the right to have your condition explained and to be told what your choices are. This includes how long you may have to wait, an estimate of any costs and likely benefits and side effects. You can ask any questions to help you be fully informed.

7 IT'S YOUR DECISION: It is up to you to decide. You can say no or change your mind at any time.

8 SUPPORT: You have the right to have a support person or persons present.

9 TEACHING & RESEARCH: All these rights also apply when taking part in teaching and research.

10 COMPLAINTS: It is OK to complain; your complaints help improve service. It must be easy for you to make a complaint and it should not have an adverse effect on the way you are treated.