

Kardinya Physiotherapy Payment Policy



**KARDINYA
PHYSIOTHERAPY**

*Empowering You to Optimum
Health & Happiness*

Thank you for your consideration of the following so we can run an efficient business, and provide you and others with available time to meet your needs.

- **Payment is to be made in full on the day of treatment.**
- **Payment can be made by cash / cheque / EFTPOS / credit / HICAPS.**
- **If you have a motor vehicle, DVA or workers' compensation claim, your treatment costs will be billed directly on your behalf. Any balance unpaid by the insurance companies will be charged direct to you. You are able to claim this gap directly from your insurer.**
- **If unable to attend please advise as soon as possible so another person can make efficient use of this time.**
- **If you cancel/change your appointment less than 12 hours before your appointment time, you will be charged the full amount of your consultation fee.**
- **If you simply fail to attend, you will be charged the full amount of your consultation fee.**
- **These penalty fees are not rebateable by your health fund and we cannot charge your insurance for the cost of a missed appointment.**
- **The person responsible for payment is also liable for any costs incurred in recovering amounts unpaid.**
- **Should a bill remain unpaid, a reminder will be sent out each week. Should no contact be made, a further bill will be sent out, advising that the invoice will be forwarded to the debt collection agency for recuperation, if not paid within a month of the date of the first reminder.**
- **In the event that it becomes necessary to enlist the services of a third party to collect monies on our behalf, it is understood that the costs associated with collection will be charged to you.**