

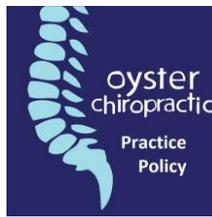
# Practice Policy

Thank you for choosing Oyster Chiropractic for your healthcare needs. To enable us to provide the best service to all our patients we operate the following practice policy.

Please read it carefully, and do not hesitate to contact us should you require any further information or explanation of its contents.

**Please indicate you have read, understood and accept the terms of the Practice Policy by ticking the appropriate box on your consent form. Thank you.**

1. The owner and clinic director is Nicole Harris. Nicole can be contacted by calling the clinic (07818745908) by e-mail (nicole@oysterchiropractic.co.uk) or in writing to Oyster Chiropractic, 1A Chapel St, Mumbles, SA3 4NH United Kingdom.
2. Under data protection law you, as a patient of Oyster Chiropractic, have specific rights. To communicate these rights to you in a clear and concise manner, we have a Privacy Notice in place for all of our patients. Please see our Privacy Notice for further information.
3. We endeavour to provide the best possible service to all of our patients and visitors. This includes treating all of our patients in a hygienic, safe and private environment, with the upmost respect being shown for our patient's privacy, confidentiality and comfort at all times.
4. We accept that mistakes can occur, and when they do, we undertake to do our best to correct them. If the clinic has failed to meet your expectations in any way, please let us know. In the unlikely event of any unresolved complaints or claims, they can be forwarded to the appropriate regulatory body.
5. So far as possible, chiropractors will make sure that when they are sick or on holiday their patients will have access to another chiropractor.
6. Patients have a right to know, and practitioners have an obligation to provide, information about your condition to enable you to take part in making decisions about your care. This is known as informed consent. Your health care professional will try hard to provide all information in a way you can understand, but if you are confused or unsure, please ask.
7. For the protection of our staff, aggressive, violent, insulting or offensive behaviour by patients or accompanying persons will result in the patient being discharged from the clinic. Every reasonable attempt will be made to find a competent health professional to assume their care.
8. Children or those with special mental needs attending the clinic are the responsibility of their parent, guardian or carer. The clinic will not take any responsibility for any accident or injury caused to such persons in the event of improper supervision. Damage caused by improper supervision will be charged by the practice.



9. Children under the age of 16 or those with special mental health needs will not be treated in the absence of a suitable chaperone.
10. Oyster Chiropractic is committed to providing ease of access for our patients. We are located within walking distance of local bus stops into Swansea. There are also parking spaces on nearby roads. Directions and travel information are available on our website. The clinic treatment room is located on the ground floor and is accessible for patients who may require the use of a wheelchair.
11. Payment for care is due immediately at the time of service. Payment can be made by cash, cheque or debit/credit card.
12. Patients having private health insurance are advised to check the details of their policy prior to incurring fees for care. The contract between the health insurance provider and the member does not include the clinic. The clinic will not invoice the insurance company direct but will issue statements to enable patients to reclaim their fees.
13. Patients wishing to cancel their appointment should do so at least 24 hours in advance. The clinic reserves the right to charge patients in full for late cancellations. Patients failing to keep their appointment (not turning up) will incur a full fee for the missed appointment.