

Consent:

By referring to InOne Healthcare, you confirm that you have obtained consent from the client or guardian to refer and provide personal health information to InOne Healthcare.

Rates & GST:

InOne Healthcare's rates for services are outlined in our published rate schedules. All rates are subject to change at InOne Healthcare's sole discretion. Any changes will be communicated to referrers. All fees are subject to GST at the current national rate unless the service is exempt from GST under Australian taxation rules, such as privately funded health services.

Home Visit Appointment Travel Fees:

Standard Travel Charge:

- All home visit appointments will incur a 30-minute travel charge.

Extended Travel Charges:

- VIC: Travel is billed from our In One Healthcare Clinic, Shop 25/E, Somerton Road, Roxburgh Park, 3064.
- If the travel duration exceeds 30 minutes, additional charges will apply.
- The additional charges will be calculated based on the time exceeding the initial 30 minutes.
- The additional fees for outside catchment areas will be communicated at the time of booking.

Example:

- For a home visit requiring 45 minutes of travel, the first 30 minutes will be billed as standard. The extra 15 minutes will incur additional charges.

Please ensure to account for this travel time when scheduling and budgeting for home visit appointments. If you have any questions regarding the travel billing, please contact us for further assistance.

Tips to reduce travel charges for consumers:

- Refer multiple candidates and the travel can be split evenly between participants.
- Ask to hold the appointment until another provider has referred.



Cancellation Policy:

Cancellations must be made via telephone to your local InOne Healthcare office during office hours and at least 24 hours prior to the appointment.

- Cancellations made within 24 hours of the appointment will be charged in full.
- Office hours are 9am – 5pm, Monday – Friday (excluding Public Holidays).
- If home visit appointments are cancelled AND the clinician has already arrived at the house, 100% of appointment and travel fees will be charged.

Example:

- If an appointment booked for 2pm Tuesday is cancelled after 2pm on the previous Monday, 100% of the fee will be charged.
- If an appointment booked for 3pm on Wednesday is cancelled before 3pm on Tuesday, there will be no charge.
- If a clinician arrives to a home visit appointment and the consumer is not home or cancels the appointment after arriving, 100% of appointment and travel fees will be charged.

Payment Terms:

Invoices are issued weekly and are payable within 14 days unless otherwise agreed in writing.

Policy on high-risk behaviours:

At InOne Healthcare, the safety and well-being of our clinicians and staff are of utmost importance. If a participant has a history of aggressive or combative behaviours, a support person must be present for all appointments. Clinicians are not permitted to complete sessions without this person present.

InOne Healthcare reserves the right to cease services at any time if the clinician or any staff member is at risk.

Occupational Therapy Service Specific Terms:

Additional Occupational Therapy Follow-Ups:

Our Occupational Therapy team provides comprehensive assessments and supporting documentation to align with assessment outcomes. The time allocated for these services is based on instructions received during the referral process and agreed upon through our intake process in consultation with our clients. Any additional work requested outside of the agreed requirements will be invoiced in 15-minute increments at the hourly rate.





If detailed billing guide **HEALTHCARE | IMAGING | VISION** for Occupational Therapy Services is required, please email info@inonehealthcare.com.au.

Recommendation Disclaimer Following an assessment of your client, InOne Healthcare clinicians may recommend services or products from third-party organisations. InOne Healthcare does not indemnify or guarantee third parties and takes no responsibility for services or products purchased through these organisations.

Podiatry footwear returns policy:

At InOne Healthcare, we strive to ensure that all our clients are satisfied with the footwear provided through our podiatry services. In the event that footwear needs to be returned, please follow the steps outlined below:

1. Notification of Return:

The provider (e.g., a client or their carer) must email the InOne Healthcare (IOH) Admin team at info@inonehealthcare.com.au to inform them of the intention to return the footwear.

The email should include the reason for the return, any specific concerns, and details of the original appointment.

2. Appointment for Remeasurement and Collection:

Upon receiving the return notification, the IOH Admin team will arrange another appointment with the client for a podiatrist to remeasure and collect the returned footwear.

The appointment will be scheduled at a time convenient for the client, ensuring a prompt resolution to the issue.

3. Return and Reorder of Footwear:

The IOH Admin team will handle the return of the original footwear to the supplier.

Based on the podiatrist's new report, the IOH Admin team will place an order for the replacement footwear that meets the updated specifications.

Footwear returns timeframes:

*Please note returns, delivery and assessment of new footwear can be a timely process. Full re-assessment, return and supply of new shoes may take up to 6 weeks. *

Feedback, Concerns, and Complaints



250 Somerton Road Roxburgh Park VIC 3064



www.inonehealthcare.com.au



info@inonehealthcare.com.au



1300 765 456



Please contact 1300 **HEALTHCARE | IMAGING | VISION** 765 456 or
info@inonehealthcare.com.au directly to provide any feedback, concerns, or
complaints that you or your client may have.



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