

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.

Service Agreement

By referring a Participant to InOne Healthcare for NDIS services, you confirm that the Participant has agreed to enter into a Service Agreement with InOne Healthcare for the provision of those services. The service agreement must be approved by the Participant or the Participant's representative either before or at the first appointment or at a mutually agreed time.

Services Provided

InOne Healthcare will provide the Participant with a range of Allied Health and Nursing services as requested on our referral form or directly by the referrer or Participant.

Payment Process

- For plan-managed Participants, InOne Healthcare will email an invoice to the Plan Manager.
- For self-managed funds, the Participant will be invoiced directly.

Payment Terms

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

Travel Times

InOne Healthcare makes every effort to reduce travel time charged to Participants where possible. Travel time is billed in line with the NDIS Price Guide and is based on the MMM zone in which the Participant lives.

Provider Travel - Labour Costs

- Labour Costs (Time): e.g., travel to and from a residence or supplier's premises up to 30 minutes.

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 – Saturday (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 at a home visit appointment at 3pm on Monday and the consumer is not home or cancels the appointment after arrival, 100% of appointment and travel fees will be charged.

Recommendation Disclaimer

Following an assessment of your client, InOne Healthcare clinicians may make recommendations for services or products from third-party organisations. InOne Healthcare does not indemnify or guarantee third parties and does not take any responsibility for services or products purchased through these organisations.

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.

Ending Service Agreement

The service agreement can be terminated at any time, for any reason, by advising InOne Healthcare in writing. Planned service visits impacted will be subject to InOne Healthcare's cancellation policy set out above. InOne Healthcare reserves the right to immediately terminate the service agreement in the event of abusive, threatening, or inappropriate behaviour experienced during the delivery of services.

Feedback, Concerns, and Complaints

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



inone

HEALTHCARE | IMAGING | VISION



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