

## WHAT WE DO

### WE CAN TREAT YOU FOR A WIDE VARIETY OF CONDITIONS INCLUDING:

- Neck pain
- Back pain & sciatica
- Arm & hand Injuries
- Shoulder pain
- Headaches
- Arthritis
- Stiff joints
- Knee injuries
- Sports injuries
- Tennis elbows
- Work related injuries
- Post-operative rehabilitation

### WE TREAT YOUR CONDITION USING ONE OR MORE OF THE FOLLOWING TECHNIQUES AS APPROPRIATE:

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

## INTERPRETER SERVICE

If you require help with translation please ask your physiotherapist. You are welcome to bring a friend or family member for support and/or interpretation 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 at the address below or telephone the Health and Disability Commissioner's office on **0800 11 22 33**.

## PARKING:

There is off-street parking available at the rear of the clinic.

## HOURS OF OPENING:

Monday, Wednesday, Friday 8.30am - 6.00pm  
Tuesday & Thursday 8.30am - 5.30pm

## AFTER HOURS / EMERGENCIES:

027 687 6685



A: 9 Dee Street, Timaru 7910

P: (03) 684 5413

F: (03) 684 5408

E: [deestreetphysio@paradise.net.nz](mailto:deestreetphysio@paradise.net.nz)



## PATIENT GUIDE TO PHYSIOTHERAPY SERVICES

## 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**
- 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 of 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.**

## HOW TO ACCESS OUR SERVICES

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

You may be referred by your GP or specialist. For conditions not covered by ACC but funded by public health, a referral from a hospital or doctor is essential.

Our clinic is wheelchair accessible. We provide gowns, shorts and blankets but you are welcome to bring your own gown or wrap for more comfort.

We make every effort to ensure your wait time is no more than 10 minutes.

## COSTS OF TREATMENT

**ACC:** If your injury is the result of an accident, there is no charge for your visit. There may be a charge for materials, e.g. strapping. (If your application for treatment is declined by ACC, we will invoice you for the treatment).

**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.

**PRIVATE:** \$45 per visit

Plus any charges for materials (as above). 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 \$20 charge.

**TELEPHONE:** 03 684 5413

**AFTER HOURS / EMERGENCIES:** 027 687 6685

## 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.