The Bodhi Physio PTY LTD ACN: 694 663 664

The Bodhi Physio
ABN: 266 9466 3664

Cancellation, No-Show, Fees, and Automated Billing Policy

The Bodhi Physio

Our goal is to provide quality physiotherapy care to all our patients in a timely manner. Late cancellations, missed appointments, and late arrivals can affect our ability to provide care to other patients. Please take a moment to familiarise yourself with our appointment policy.

1. Appointment Cancellations & Rescheduling

When you book an appointment, a dedicated time is reserved for you. We kindly ask that you contact **The Bodhi Physio** as soon as possible if you are unable to attend.

- **Notice Required:** We require at least **48 hours' notice** for appointment cancellations or rescheduling. This allows us to offer the appointment time to another patient.
- **Late Cancellations:** A late cancellation occurs when an appointment is cancelled or rescheduled less than 48 hours before the scheduled appointment time.
- **No-Shows:** A no-show occurs when a patient does not attend their appointment and has not provided prior notice.
- **Policy Fees:** Late cancellations and no-shows **may incur the full consultation fee**. This includes mobile physiotherapy appointments, where travel time and preparation are committed to your scheduled visit, as well as future clinic appointments.
- **Compassionate Consideration:** We understand that unexpected circumstances can arise. Please contact us as soon as possible if you are unable to attend, and we will consider the circumstances when applying this policy.

Automated Billing & Financial Privacy

- **Stored Card Requirement:** To secure and finalise any mobile, clinic, or telehealth booking, a valid credit or debit card must be securely stored on your file via our encrypted booking platform, Halaxy. **Appointments cannot be held or confirmed without a card on file.**
- **Automatic Processing:** Consultation and travel fees are automatically processed using your stored card at the conclusion of your session.
- **Medicare Rebate Processing:** If you are accessing care under a GP Chronic Condition Management Plan (GPCCMP), your payment will be processed first, and our system will **automatically transmit your rebate claim directly to Medicare** on your behalf.
- **Late Fee Authorization:** By booking an appointment and storing your card, you expressly authorise The Bodhi Physio to automatically charge your card for the full consultation fee in the event of a late cancellation or no-show. Please note that Medicare and private health funds **do not** provide rebates for missed or cancelled appointments.
- **Bank Transfer Payments:** Direct bank transfer is available strictly by prior arrangement or for approved third-party funded care (such as NDIS or insurance schemes). Where permitted for a

private consultation, payment must be cleared into our account **at least 24 hours prior** to the appointment time. Patients must email their payment remittance receipt to The Bodhi Physio immediately upon transfer.

- **Card Security:** Your full card details are bank-grade encrypted and tokenised. They are entirely invisible to the practitioner and software staff, and are stored separately from your medical records.

2. Fees and Services

At **The Bodhi Physio**, we are committed to providing personalised, evidence-based physiotherapy care tailored to your individual needs and recovery goals. Our services are designed to make accessing quality musculoskeletal physiotherapy convenient, including in the comfort of your own home or via video.

Physiotherapy Consultation Fees

Item number	Service	Location	Fee ($AU)
500	Initial Physiotherapy Consultation 60 min	Mobile	$204
505	Subsequent Physiotherapy Consultation 60 min	Mobile	$204
500	Initial Telehealth Physiotherapy Consultation 60 min	Online	$204
505	Subsequent Telehealth Physiotherapy Consultation 30 min	Online	$152
500	Initial Physiotherapy Consultation 60 min	Clinic	$204
505	Subsequent Physiotherapy consultation 30 min	Clinic	$152
506	Long Subsequent Physiotherapy Consultation (2 Areas) 60 min	Clinic	$204

Mobile Physiotherapy Travel Fee

- Mobile physiotherapy appointments are subject to an additional travel fee, calculated pro rata at **$60 per hour of travel time**.
- This fee reflects the time required to travel to and from your appointment and is calculated according to the actual travel time involved.

If you have any questions about our fees or services, please contact The Bodhi Physio before booking your appointment. We are happy to clarify any applicable charges.

3. Health Records, Reports, and Administration Fees

You have the right to seek access to and correction of the personal information we hold about you. These requests may incur a fee, outlined below. *Please note fees may have a slight, reasonable increase at the end of each financial year.*

Record Access & Corrections

Patient Request Type	Fee ($AU)
Correcting an error in a patient record	**Free**
Transferring records to another treating practitioner for ongoing care	**Free**
Sending records to a GP or Specialist for care	**Free**
Patient requesting to view/access their records	**$18.95**
Electronic copy of existing health records	**$18.95**
Hard copy of existing records (up to 50 pages)	**$1.042 per page** (Maximum **$52.10** for first 50 pages)
Hard copy of existing records (more than 50 pages)	**$52.10** base + **$0.45 per additional page**
Patient viewing/discussing their records *with* the practitioner	**Normal consultation fee**

Clinical Reports & Third-Party Requests

The Bodhi Physio acknowledges and respects mandatory fee caps set by insurance bodies, the NDIS, and statutory schemes, and will consider these caps when producing documentation.

Report Type / Request	Fee ($AU)
New Assessment required to produce a report	**New Consultation Fee + Report Fee**
Standard Clinical Letter / Report	**$104**
Detailed Clinical Report	**$204**
Insurer Reports	**$204 per hour** *(subject to scheme caps)*
NDIS Report	**$204 per hour** (Complex: **$350+** *subject to NDIS caps*)
Workers Compensation Reports	**$204 per hour** *(subject to scheme caps)*
Medico-Legal / Solicitor Requests	**$204 per hour**
Detailed Functional Capacity Report	**$204 per hour**
Court / Expert Report	**$204 per hour**

How to contact us

To contact us about any privacy related issues, please approach:

Email: The_Bodhi_Physio@outlook.com

Phone: 0483 696 270

Website: www.thebodhiphysio.com.au

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Director of The Bodhi Physio

APA Titled Musculoskeletal Physiotherapist (MACP)

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