

Naturopathy Client Agreement

Updated 8 April 2022

CLIENT AGREEMENT & CONSENT

CONTACTING THE CLINIC

Questions between consultations: Queries relating to your treatment are encouraged to be listed and brought up with your practitioner within the consultation environment. This is for their legal and financial protection. General queries can be made by contacting reception via phone, texting is not acceptable.

Non-urgent contact to the clinic will be responded to within 24-48 hours, excluding weekends. If you have not received a response in this time, please feel free to try again as the message may have not been received.

Short phone consults are also available for more detailed queries and are at an additional cost - please see our appointments page.

BILLING

I understand that I am financially liable for all treatments rendered and I understand that The Wellness Emporium does not offer refunds on services or products due to the nature of treatment and complexity of the human body, and cannot guarantee results. Any outstanding invoices are required to be paid in full 3 days from invoice date. All additional costs incurred by the clinic to retrieve moneys owing, which may include legal or debt collector fees, will be at your expense.

HEALTH RECORDS

I give permission for my health records to be kept on file by The Wellness Emporium, in full confidentiality.

TELEHEALTH BILLING

For Telehealth consults all billing is managed online or via our EFTPOS terminal, which are secure and encrypted. At the end of your consult your practitioner will confirm your bill and process your payment. If you have booked online your payment is taken in full for the consult only at the time of booking, any products added will be at an additional cost.

POLICY UPDATES

I understand that the agreement may change from time to time and will come into effect when the updated terms and conditions are directly emailed to you or posted to The Wellness Emporium website/forum. My continue use of The Wellness Emporium services indicates that I have read, understood and agreed to the current version of the Agreement. If I do not agree to the terms and conditions of the current agreement, I agree to cease the use of The Wellness Emporium services immediately.

AUTHORISED CONSENT FOR CARD STORAGE & PAYMENTS:

It is a condition of booking with The Wellness Emporium that you provide us with your card details. Card storage and payment processing are done through a secure online system which has bank quality encryption and security.

*Please note our administration team will call prior to your appointment to collect your card details.

COMPLIANCE WITH STATE & NATIONAL LEGISLATION

NATUROPATHY SERVICES

Upon seeking professional guidance and advice from The Wellness Emporium it is expected that you are willing to commit to recommended health changes. Supporting strategies such as nutritional supplementation and tailored herbal remedies are imperative in our treatment plans.

Your treatment and consequent results are partly reflective of your commitment to make the changes recommended by your practitioner, and your compliance with the prescribed herbal or supplement regime. If this is not prioritised, you won't achieve the best results.

I fully understand that Naturopaths of The Wellness Emporium are not medical doctors and I am not here for medical diagnostic, but rather work to identify and rectify the underlying origins of my signs and symptoms.

I understand that the services performed by The Wellness Emporium are all time restricted to consultation on the subject of nutritional and naturopathic matters intended for the maintenance of the best possible state of health, and do not involve any act which will constitute the practice of medicine in this State.

No practitioner or employee of The Wellness Emporium has suggested or advised me to refrain from seeking care from or following the directions of another health care provider.

I understand that my practitioner will answer all questions and explain all treatments to the best of their ability and, as with any form of treatment, results and lack of side effects cannot be guaranteed and that I do not expect my practitioner to be able to anticipate all risks or complications related to treatment.

MEDICATION, HEALTH CONDITIONS, SUPPLEMENTS

I agree that I have listed all diagnosed health conditions, medications and supplementations that I am currently taking in this intake form. I agree to inform my practitioner at The Wellness Emporium of any changes to my health/ medical condition, including any new medications, herbs, vitamins, supplements etc. As well as any new injuries or diagnosed/undiagnosed medical conditions including pregnancy / suspected pregnancy. I understand that should any my circumstances change, as listed above, that I will need to book an appointment to review this change with my practitioner, or I will otherwise inform my GP or Pharmacists of my current prescription by The Wellness Emporium.

REACTIONS

I fully understand that certain remedies prescribed (nutritional, herbal etc.) to restore balance and/or rectify possible nutritional deficiencies may carry some risk. This may be in the form of a reaction to possible unknown allergies or similar. If such should occur I should stop taking them and contact The Wellness Emporium to obtain further advice as to dosage or modification of the remedies.

I recognize that even the gentlest therapies may cause complications in certain physiological conditions such as pregnancy, lactation, very young children, very elderly patients, those on multiple medications, or those with specific diseases such as heart, liver, kidney or diabetes.

INDEMNITY

I expressly assume such risks and waive, relinquish and release any claim which I may have against The Wellness Emporium or their affiliates/employees/contractors as a result of any future injury, illness, liability, loss or damage incurred in connection with, or as a result of your use or misuse of prescribed treatments or advice.

COVID

I acknowledge the potential of coming into contact with both vaccinated and non-vaccinated people by attending a face to face appointment at The Wellness Emporium and therefore assume such risks, and waive, relinquish and release any claims that may arise.

I understand that practitioners of The Wellness Emporium does not provide treatment in relation to, or in connection with a Listed Human Disease, or any directly or indirectly related condition. A Listed Human Disease is defined as a disease identified under the Biosecurity Act 2015 or any disease identified by the World Health Organisation and includes COVID.

I agree to release any claim made against The Wellness Emporium due to or arising because of COVID.

STRICT CANCELLATION POLICY

As our services and appointment times are in high demand, bookings that require to be rescheduled or cancelled must be done so with a minimum of 24 hours' notice, excluding weekends (Monday Appointments will require notice by Friday at the latest) either via phone or via the cancellation link in your booking email (emailing / text messages are not accepted).

A \$70 cancellation fee will apply if under 24 hours notice is given. A 100% of the consultation fee applies for no-shows.

All additional costs incurred by the clinic to retrieve moneys owing, which may include legal or debt collector fees, will be at your expense. If cancellation occurs on more than one occasion, the clinic may request for full payment at the time of booking.

Cancellation fees will be charged either online via stored cards or otherwise via invoice and to be paid within 3 business days.

All appointments are assumed to be confirmed at the time of booking and it is your responsibility to phone our team on (07) 55352474 if you wish to cancel or reschedule an appointment. You will receive a reminder only SMS 48 hours prior to your appointment, however these are courtesy reminders only and not to be relied on.