

# soma

## holistic health



**Record Sharne Sayers**

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### Introduction

Thank you for scheduling an appointment with Soma Holistic Health. This document provides important information about the services you will receive at Soma Holistic Health, including our approach to treatment, our business practices, fees, and other information relating to confidentiality. Please take a few moments to read through these provide informed consent by signing below. If you have any questions or concerns, please have a chat to us.

### Appointments and Fees

#### Professional Fees

The initial session takes approximately 2 hours and costs \$160. We request a 50% deposit at the time of booking with the balance payable at the completion of your session unless prior arrangements have been made. If it is more convenient, you may deposit a partial or full balance via direct deposit prior to your session. During this session, we will clarify anything necessary from your Intake Form, discuss any immediate concerns and then you will receive a 60-90 minute Kinesiology Balance.

Ongoing sessions are generally 90 minutes in duration and cost \$140. Again, we request a 50% deposit at the time of booking with the balance payable at the completion of your session unless prior arrangements have been made.

Payments can be made by cash, card or bank deposit. There is a 1.9% transaction charge for all card payments. This is paid directly to the Merchant Facility.

In addition to scheduled appointments Soma Holistic Health may charge an equivalent amount on a

prorated basis (I will break down the hourly cost) for other professional services that you may require such as report writing, telephone conversations that last longer than 15 minutes, attendance at meetings or consultations which you have requested, or the time required to perform any other service which you may request of me.

#### Bank Details

BSB: 014-309

Acct: 330705935

Name: Soma Holistic Health

#### Missed / Late Cancelled Appointments

Life can be unpredictable, and we understand that plans can change. We want your experience with us to be as stress-free as possible, including when unexpected changes come your way. Here's our gentle cancellation policy.

You can cancel your appointment up to 48 hours before the scheduled time/date with no cancellation fees. If the appointment is not rescheduled, your deposit will be promptly refunded, typically within 2 business days.

Providing at least 48 hours notice to cancel an appointment helps us to keep your session costs down, maximises our availability to clients and minimises lost clinical time. If you need to cancel with 48 hours of your scheduled appointment time, don't worry. While we may apply a cancellation fee, we'll work with you to find a fair solution. Life sometimes throws us curve balls. If you're facing unexpected circumstances beyond your control, please let us know and we will do our best to accommodate your needs.

If you are late for an appointment your session may be less than time allocated. Again, we will try to accommodate this as much as we can. The standard fee applies in these circumstances.

If you provide us with a mobile number or email address a reminder message will be sent the day before your appointment. This is a courtesy reminder only. If for any reason you did not receive a reminder message and missed your appointment you will still need to pay the late missed appointment fee. If ever in doubt please feel free to telephone to confirm an appointment.

We're here to provide a seamless and enjoyable experience. If you have any concerns or questions about our cancellation policy, reach out to us. We're always ready to assist you.

#### Frequency of Appointments

The number and frequency of appointments will be discussed with you by your practitioner. This will be based on their professional opinion once they have had an opportunity to understand your treatment needs and goals. In many circumstances it can be difficult to predict a person's response to treatment and therefore the number of sessions they may require. However, we do recommend 3 balances initially in order for you to see some reasonable and sustainable changes. For complex issues, it can be beneficial to develop a structured protocol over numerous sessions.

Your practitioner will discuss this with you prior to commencing treatment. Ultimately, this is your health journey and we support your decision in relation to frequency and pace of your sessions.

#### Confidentiality, Privacy and Record Management

##### Confidentiality and Privacy

Your treatment with Soma Holistic Health is confidential and private. This means we will not disclose the information you provide to us to third parties unless you consent for us to do so. It is important to note that there are limits to confidentiality in exceptional circumstances including when there is a risk to you or others, or if we are responding to a subpoena or warrant. Your practitioner will discuss this with you during your first appointment and answer any questions you might have.

You can find full information about our approach to confidentiality, and the limits to this in our Privacy Policy which can be found in our Privacy Policy.

## Health Record Management

We will create and keep a Health Record for you which will record all relevant information relating to the treatment provided to you. We may also collect and store health information about you from third parties such as your doctor, specialist or natural health practitioner (only after written consent has been obtained by you) . Your health records are managed and protected in accordance with the applicable state and federal laws. Health records are legally required to be stored for a number of years following the conclusion of your treatment with us. The details of this can be found in our Privacy Policy.

You are also able to request access to a copy of your Health Record. Please discuss this with your practitioner should you wish to do this at any time.

## Nature of Services Provided and Emergencies

### Nature of Services

Your practitioner is a fully qualified Level 5 Kinesiologist and is registered with the Australian Kinesiology Association. Kinesiology is a complementary therapy and is in no way diagnostic or curative. Kinesiology is not a replacement for medical care, nor is it intended as the practice of clinical psychology or psychotherapy. Any decisions to reduce or cease medications must be discussed with your GP, Mental Health Professional or Specialist. We will never ask you to cease medications or medical treatment. The results of the Kinesiology sessions are not guaranteed in any way.

### Limitation to Services

Soma Holistic Health is a private provider of Kinesiology and Holistic therapies. Treatment is provided via prearranged, scheduled appointments. Practitioners have limited availability for contact outside of scheduled appointments. Practitioners may not have an opportunity to respond to between session contact prior to your next appointment so this should not be relied upon for emergency matters. For emergency matters please contact the appropriate agencies using the details below.

Soma Holistic Health practitioners will only provide services that are within their professional capabilities, competence and role as a Kinesiologist and Holistic Health service provider. If treatment needs are identified that are outside of this scope your practitioner will endeavour to assist you identify alternative suitable providers.

### Emergency Contacts

Soma Holistic Health is not an emergency service. We are not able to respond to urgent or emergency matters and our communication channels (Phone, SMS, Fax, Email) are not monitored outside of standard business hours.

For urgent concerns relating mental health or other emergencies please contact the appropriate emergency services:

Police, Fire, Ambulance (Emergency): 000

Mental Health Access Line: 1300 642 255 (Queensland only)

Suicide Call Back Service: 1300 659 467

Lifeline: 13 11 44

## Consent

Please sign below to indicate you have read, understood and accept the information contained in this agreement. You may withdraw this consent at anytime in the future however please note that some components are irrevocable; for example, we are legally require to keep a copy of your health record even if you withdraw consent and cease treatment.

**Your Name**

**Signature**