

Patient Agreement

Payment

In the event of a 'no show' you are obliged to pay the consultation fee. This is to cover the lost time and protect practitioner resources. You must provide at least 48 hours notice in order to cancel a booking. Emergencies and unforeseen circumstances will be taken into account. Payments made online should be made at the point of sale and must be made before postage of any herbal medicines. Should you require an invoice, this may be supplied upon request.

Records

You are responsible for ensuring that any health records held with the practitioner are kept up-to-date. This is to prevent any misdiagnosis or mistreatment with herbs, by ensuring the practitioner is aware of all new health concerns they are able to make reasonable adjustments and considerations to treatment. This includes health changes such as pregnancy or emergency treatment that you may undergo.

Confidentiality

It is your choice whether the practitioner can contact your GP, however, there may be instances where the practitioner can legally break confidentiality in order to keep yourself or others safe. Please ensure your contact details are kept up to date.

It is the practitioners responsibility to ensure that your records are kept safe and stored correctly by following GDPR. Your records will legally be kept for 7 years. Please read the Privacy Policy for more information.

Contact

The practitioner will provide you with the best methods of contact and it is requested that this is done within business hours. The practitioner will have no obligation to respond outside of these hours. In the event of an emergency please call 999.

We require 48 hours notice for any cancellations, this can be done via email or telephone.

If you have any concerns regarding your treatment, you are welcome to make contact to discuss this. This will not be charged for up to 15 minutes as this will come under your care package.

Complaints

Should you wish to make a complaint please consider this a private matter, it is expected that this is not made public or presented online. NIMH are able to oversee such matters.

Please see our other policies by visiting <https://www.commongroundherbals.com/policies>

By submitting this form you have acknowledged the Patient Agreement

Should you have any questions please contact via commongroundherbals@gmail.com

Signed:

Date: