

# Osteopathic Practice Terms & Conditions:

Last Updated 15<sup>th</sup> September 2023

## 1. Introduction

1.1 These Terms and Conditions ("T&C") govern the provision of osteopathic services by Nishma Usher, a registered osteopath with the General Osteopathic Council (GOsC), trading as Nishma The Osteo ("we," "our," or "us"), to patients ("you" or "patient").

## 2. Scope of Services

2.1 We offer osteopathic services, including assessment, diagnosis, and treatment of musculoskeletal conditions

2.2 Our services are provided in accordance with the GOsC's Code of Practice and relevant professional standards

## 3. Appointments

3.1 Appointments must be scheduled in advance.

3.2 Cancellation Policy: If you need to cancel or reschedule an appointment, please provide at least 48 hours' notice. Failure to do so will result in a cancellation fee of 50% of the appointment type.

## 4. Patient Responsibilities

4.1 You must provide accurate and complete medical history information to ensure safe and effective treatment

4.2 Follow-up Care: Follow up of any treatment plan or recommendations provided by us for your well-being are in your best interest, and we strongly advise following treatment plans.

## 5. Fees and Payment:

5.1 Our fees are as discussed in our fee schedule, which will be provided to you upon request

5.2 Payment is due at the time of service unless other arrangements have been made.

5.3 Cancellation after 48 hours will be charged at 50% of the total appointment type.

## 6. Confidentiality

6.1 We will keep your medical information confidential in accordance with legal and ethical obligations

## 7. Consent to treatment

7.1 By receiving our osteopathic services, you give your informed consent for assessment and treatment

## 8. Complaints and feedback

8.1 If you have any complaints or feedback regarding our services, please contact us so that we can address your concerns

## 9. Termination of Services

9.1 We reserve the right to terminate our services if we believe it is in your best interest or if you fail to comply with these T&C

## 10. Limitation of liability

10.1 Our liability is limited to the extent permitted by law. We are not liable for any indirect, incidental, or consequential damages

11. Changes to Terms & Conditions

11.1 We may update these T&C from time to time. The updated T&C will be provided to you or posted on our website with a revised "Last Updated" date

12. Contact Us:

12.1 If you have any questions or concerns regarding these T&C or our services, please contact us at:

Contact@nishmatheosteo.com