



Willis Street
Physiotherapy

CLIENT INFORMATION GUIDE

WILLIS STREET PHYSIOTHERAPY

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**WORKING TOGETHER
TE MAHI TAHI**



NAU MAI HAERE MAI

WELCOME TO WILLIS STREET PHYSIOTHERAPY

Within this guide you will find useful information about our clinic and the service that we deliver. We encourage you to visit our website ([www.willis street physiotherapy.co.nz](http://www.willisstreetphysiotherapy.co.nz)) for further information about our clinicians and all the services we offer.

Our website is continually updated, and we invite you to subscribe to our e-newsletters enabling you to remain current with what is going on in the clinic.

We have two Facebook pages so you can 'like' one or all depending on where your interest lies.

- www.facebook.com/willisstreetphysiotherapy is our main clinic page.
- www.facebook.com/physiospot is our social enterprise

Take a business card from the front desk; the cards have our web address, and you will find links on our homepage to all our other sites / pages.

We also have clinics at the following locations:

- Willis Street Physiotherapy
- Victoria University Kelburn Campus
- Five Rivers Medical Centre Greytown
- Healthfit Collective Wellington
- Wellington College
- Royal New Zealand Police College
- And our sister clinic at **Wellington Sports Med**

More information on our clinics can be found at www.willisstreetphysiotherapy.co.nz/#locations

OUR PHILOSOPHY

We are a team of dedicated physiotherapists that provide a comprehensive service enabling thorough assessment and treatments to enhance your return to function, sport, and work. We do this by using a range of treatment techniques to promote healing, increase strength, mobility, and function. We will also give you advice to manage your pain so you can achieve optimal health and wellbeing.

Our approach is to assess and to work with you, and your whānau as appropriate, to provide an appropriate treatment plan that is both specific and achievable for your needs.

Our vision is to be a leader in providing equitable, accessible, and deliverable physiotherapy services in the Wellington region. Our goal is to develop and provide a unique and innovative service that ensures all clients get the best possible assessment, treatment, and customer experience.

CLINIC INFORMATION:

Clinic hours of operation: Monday – Friday 8am – 5pm

If you need urgent medical assistance out of hours, telephone your GP surgery who will advise you of your nearest emergency medical clinic.



SITES WITH NO ADMINISTRATION

At our satellite clinics, there is no reception present. When you arrive for your appointment just take a seat in the waiting area and your physiotherapist will come out and greet you for your appointment.

At some of these sites we have mobile EFTPOS machines where the physiotherapist will be able to take your payment. If there is no machine present, our administration team will send you an invoice to be paid online.

FEES AND METHODS OF PAYMENT:

All of our fees are outlined on our [website](#). If you have any questions about the fees, please speak to our administration team.

Willis Street Physiotherapy has a 'pay as you go' policy and payment will be expected at the end of each session. We accept cash, cheque, Eftpos, Mastercard, and Visa.

DISABLED ACCESS

The clinic has full disabled access. There is flat access to the lift from the street. There is then flat access from the lift into the clinic and bathrooms.

TOILET ACCESS

We have male and female toilets in this building in the stairwells. Access cards and instructions are at reception.

If you need accessible or gender-neutral bathrooms, the closest available are in Civic Square just over the road on Victoria Street.

EVACUATION

In case of emergencies the building alarm will sound. Walk to the stairwell immediately not stopping to gather personal items. Please do not use the lifts. Meet at the assembly area as directed by your staff member and remain there until wardens give the OK to re-enter. If you need assistance with your mobility our staff will support you with this.

MEDICAL INFORMATION:

MEDICAL CONDITIONS

Please inform your physiotherapist if you have any health issues or take any medications.

Some treatments are considered hazardous if you have certain medical conditions. Please inform your physiotherapist if any of the following applies to you: Pacemaker, Artificial implants, Diabetes, high blood pressure, hearing aid, pregnancy, HIV, Hepatitis, allergies or allergic reactions, recent fractures, corticosteroids, anticoagulants, recent surgery, bone disease.



PREGNANCY

Pregnancy involves vast changes in a women's body which can affect the assessment and treatment that is recommended for you. Please always discuss your pregnancy with your physiotherapist as there are considerations for the various stages of pregnancy. Your physiotherapist will consider and discuss their recommendations and ensure that the benefits of the treatment outweighs any possible side effects.

YOUR RIGHTS:

HEALTH AND DISABILITY COMMISSIONER CODE OF RIGHTS

When you use a health or disability service in New Zealand, you have the protection of a code of rights. The code can be located [here](#) and we also have paper copies available at the clinic

INFORMED CONSENT

We have a consent policy which is followed by all our staff. Ahead of your appointment, we will ask you to complete our consent form. If you have any problems completing this or have any questions, please let us know.

During your consultation, your physiotherapist will fully inform you of their findings as well as the assessment and treatment that they recommend. If at any time you have any questions or do not feel that they have fully explained their recommendations to you, please let them know. You have the right to decline treatment and to discuss alternative options with your physiotherapist.

WHĀNAU

Some clients may wish their whānau to be present at the session and we have large rooms available to accommodate this. Please contact the clinic ahead of your appointment to let us know if you will be bringing your whānau and we will arrange a suitable room. If we do not have a suitable room available at the time of your appointment, we can give you the option of rescheduling to a different time.

GOWNS AND DRAPING

We believe you should always feel comfortable during your appointment. We encourage you to bring along your own shorts and a singlet top. These garments allow us to see the parts of your body that need to be assessed and treated, without making you feel exposed. We do have shorts available for you to wear if you are not able to bring your own with you, as well as towels for draping over you.

There may be times when the physiotherapist needs to access areas that are difficult to drape. Please inform your physiotherapist if you feel uncomfortable and to provide another option. You always have the right to say no and decline treatment.

INTERPRETERS



As a client you have the right to have an interpreter. Please ask the receptionist or a staff member for more information.

CHAPERONE / SUPPORT PERSON

You have the right to request the presence of a chaperone/s during assessment and treatment. If you have a support person in mind, please let the receptionist know and we will do our best to accommodate this.

Please note that the physiotherapist has the right to decline a chaperone being present if they feel that safety may be compromised, or another consumer's rights may be unreasonably infringed.

SUGGESTIONS AND COMPLAINTS

Willis Street Physiotherapy Limited appreciates that you are our client. As part of our continuing service improvement we invite you to provide feedback and make suggestions. This can be in many forms including via email to info@willisstreetphysiotherapy.co.nz or if you wish to email the managing director you can contact Amy Black, email: amy@willisstreetphysiotherapy.co.nz

If you are unhappy with any part of the service, it is your right to report a complaint and we will endeavour to deal with it in a professional, sensitive and timely manner. Complaints about the assessment and/ or treatment provided will be investigated by our clinical director, with the involvement of the Physiotherapy New Zealand Society if deemed necessary.

If you do not feel we have been able to resolve your complaint to your satisfaction you can escalate to the Health and Disability Commissioner. We will give you full details of how to do this if the complaint reaches this stage. Leaflets outlining your rights are available for you to take away and the code of rights is displayed in the reception area.

SECOND OPINIONS

When you are accessing a health service, you always have the right to a second opinion.

If you are dissatisfied with the diagnosis given by your physiotherapist or are unhappy with the assessment and /or treatment you can ask for another opinion. You and your physiotherapist will discuss whether a different physiotherapist or a referral to a specialist is the best option.

With complex cases, the physiotherapists may ask each other for a quick second opinion within the appointment, as we have physiotherapists with extensive knowledge in various clinical areas. These discussions usually take no more than 5 minutes. We appreciate your patience if your physiotherapist is called away or running late because of their urgent support being needed.

In some circumstances your physiotherapist may feel it is appropriate for you to be seen by a colleague. If this is so, they will recommend you make an appointment with that physiotherapist. This will be an extended (40 minute) appointment, giving the physiotherapist time to thoroughly review your history, assessment findings and treatment to date. You will only be charged a normal follow-up fee for the extended appointment.



CONTACT US

If you have any questions or concerns, please contact us and we will be happy to help.

Ngā manaakitanga,
The team at Willis Street Physiotherapy and The Physio Spot

Main clinic address:

Level 9, 57 Willis Street,
Te Aro,
Wellington 6011

Contact:

Phone: 04 384 8313 or 0800 842 749
Text: 027 774 9746
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