

numoves physiotherapy

Information Package

Who we are:

Our clinic has five physiotherapists: Peter, Jessica, Joshua, Nikki and Ben.
As well as an exercise physiologist Eugen, and our administration staff: Carly & Heidi.
We all work different days and times so you may not see us all in the clinic at the same time.
If you wish to see a particular physiotherapist or our exercise physiologist,
please request this when making your appointment



Location and Parking:

NU Moves Physiotherapy is located inside The Forum Sports & Aquatic Centre at The University of Newcastle. We are upstairs at the end of the hallway.

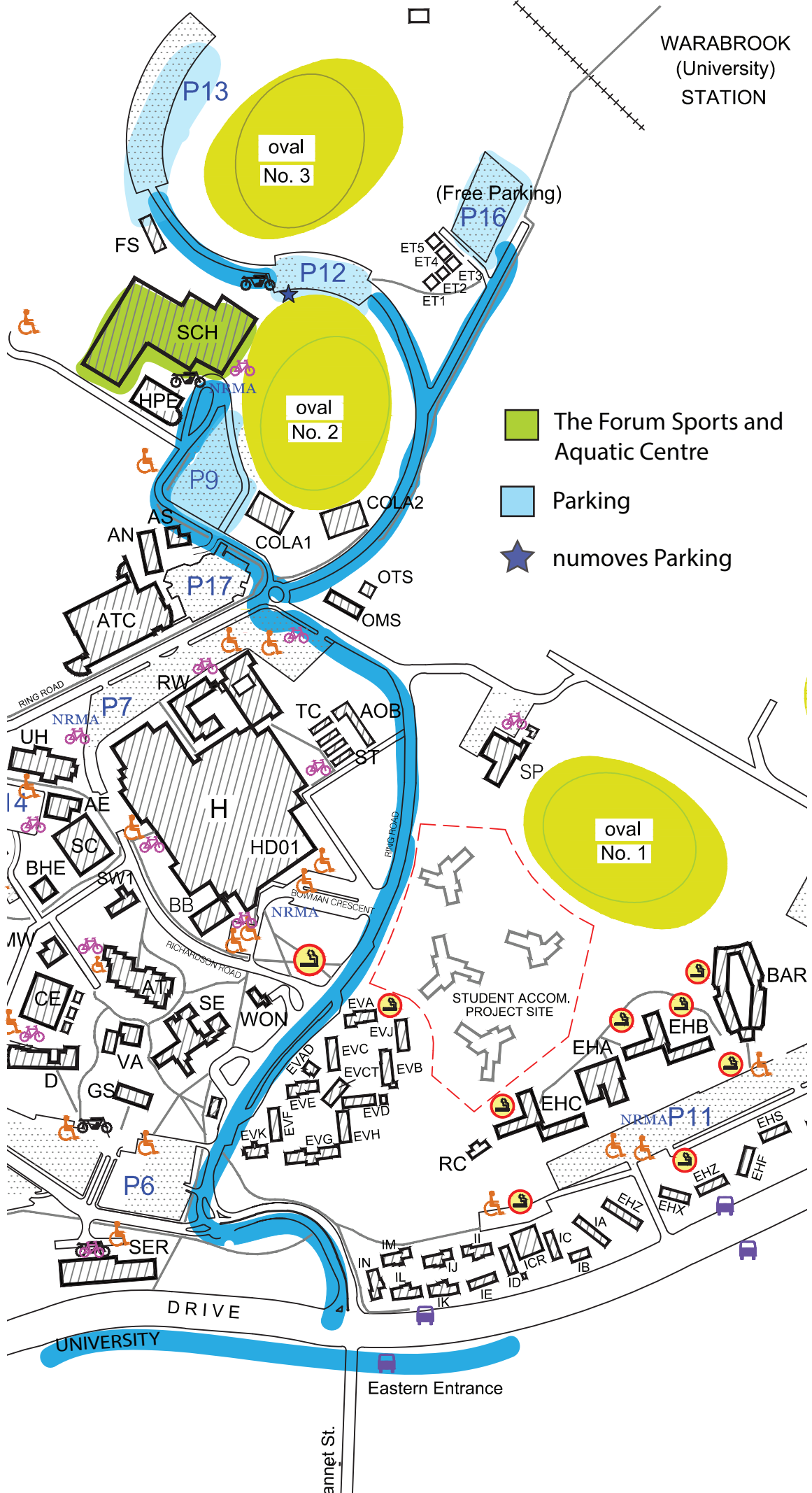
There is a physiotherapy client allocated car space in car park 12 (turn right at the roundabout) which requires a permit that can be collected from our reception & free parking down at the train station in car park 16.

Otherwise there is paid parking in car park 9, 12 & 13. (Please refer to the map on page 2)
Please allow extra time parking for early appointments during start of semester times as the University can be busy.

Changing appointments:

If you need to change your appointment please call us ASAP. This allows us to open up times to other clients that may need an appointment. NU Moves Physiotherapy will apply a cancellation fee for any appointments cancelled on the day of the treatment. This fee is not claimable on health funds and must be paid at the next consultation.

WARABROOK
(University)
STATION



**When to arrive:**

Please arrive 5-10 minutes before your appointment to allow time for completing documents for administration purposes. If you are running late, please give us a phone call as this may affect other peoples appointment times.

**What to wear:**

Please wear appropriate clothing to allow exposure of the body part that you are having examined. Shorts are recommended for lower limb examinations and singlet tops are recommended for neck and upper limb examinations. If you think that particular footwear may be relevant to your problem please bring these with you as well. We do have gowns and shorts to borrow if needed.

**What to bring:**

(if you have them)

- Letters or correspondence including referrals from doctors and specialists
- Other documentation including CTP, Work cover, DVA, Enhanced primary care (EPC) or hospital discharge papers
- Claim number and insurer details (Workcover and CTP clients)
- Scans and reports relating to your complaint e.g. X-rays, CT, MRI or ultrasound etc.

**Confidentiality & consent:**

Confidentiality and consent: Privacy and confidentiality is very important to NU Moves Physiotherapy. We will request you sign a release of information form indicating who you consent us to communicate with regarding your care (e.g. GP, specialist, insurer, family, etc). Note that if an insurance company is directly paying for the physiotherapy service we must have your consent.

**Private health insurance:**

NU Moves Physiotherapy is a private clinic operating within the University community and as such you are required to make payment at the time of consultation. If you have private health insurance we have HICAPS onsite to process your claim so you only have to pay the gap fee. You will need your health insurance card to claim. We are unable to process a claim with the card number alone.

Opening hours:**Monday – Thursday: 8am-6pm****Friday: 8am-5pm****Saturday/Sunday: Closed**

If you have any questions please do not hesitate to contact us:
49216879 or admin@numovesphysiotherapy.com.au

Look forward to seeing you at your appointment – NU Moves Physiotherapy Team.