

Terms of Business

Physio Med Provider Network

This document has been prepared to provide Physiotherapists registered with Physio Med Provider Network, further information on the referral programme.

The information covers the following areas:

Key Requirements for Physiotherapists

- The Referral Process
- Evaluation Forms
- Payment Procedures
- Complaints/Grievance Procedure
- Removal from the Provider list

Key Requirements for Physiotherapists

In order to register on to the Physio Med Provider Network, Physiotherapists must:

- Be a member of the Chartered Society of Physiotherapists and state registered
- Submit all Assessment Reports within 24hrs of the assessment
- Complete and submit Assessment Reports after the initial appointment, the final treatment and mid-treatment if required
- Obtain the patient's signature on the Patient Consent form at the initial assessment and submit the form to Physio Med with the Initial Assessment Report
- Use manual therapy techniques 80% of the time
- Submit an invoice at the end of each month for treatments administered
- Have Professional Indemnity insurance of at least £5million
- Have Public Liability insurance of at least £2million

We prefer physiotherapists to have a PC and would appreciate notification of your e-mail address (if you have one), to allow us to consider using e-mail in future communications.

The Referral Process

There are two main stages within the referral process:

1. Initial Assessment
2. Treatment

1. Initial Assessment

The purpose of the Initial Assessment is for the Physiotherapist to thoroughly examine the patient and provide an independent assessment of their condition, including such information as their likely return to work date (if they are off work) and the proposed treatment plan including the number of treatment sessions to return the patient to pre accident/illness fitness.

The process is as follows:

- Upon receipt of the patient's details from the client, Physio Med will select a Physiotherapist near the patient's home or work place
- Physio Med will telephone the patient to; introduce the service, show empathy to the patient's condition and check that the selected Physiotherapist is in a suitable location for them
- Physio Med will then telephone the Physiotherapist to introduce the referral and request that the patient is contacted by the physiotherapist to arrange the appointment for Initial Assessment
- Once the appointment has been arranged, the physiotherapist will then telephone Physio Med with the appointment date and time
- The Patient Consent Form provides the patient's permission for the release of reports to Physio Med and in turn to the Client. The Physiotherapist will need to get this signed by the patient when they attend for the initial appointment
- Once the initial appointment has taken place, the Physiotherapist will complete the Initial Assessment Report and submit it to Physio Med, within 24hrs. The signed Patient Authority must be sent with the Report
- In most cases, the Physiotherapist has immediate authority to perform 1 (one) initial assessment and 5 (five) treatment sessions. When they don't Physio Med will advise

2. Treatment Sessions

- Once the final treatment session has been completed and the patient is to be discharged, a Discharge Report must be completed and submitted to Physio Med within 24 hours of final treatments
- If at the end of the approved treatment sessions (6) the patient requires further treatment, an Interim Report must be completed and sent to Physio Med. This must clearly explain the progress to date the number of additional treatments required and the reason
- Upon receipt of the Interim Report, Physio Med will assess the recommendations and will then contact the Physiotherapist
- Please note that Physio Med cannot be held responsible for the funding of treatment sessions, which are provided, before Physio Med has given approval to the Physiotherapist and under no circumstances should the patient be approached for funding

Assessment Reports

Three Assessment Reports have been prepared:

1. Initial Assessment Report
To be completed after the initial consultation
 2. Interim Report
To be completed after 5 or 6 sessions (including the initial assessment)
 3. Discharge Report
To be completed after the final treatment session
- All reports must be sent to Physio Med within 24hrs of the assessment date
 - Assessment Reports can be submitted as Word documents on diskette or via e-mail
 - Reports should be as thorough as possible. The more information that you provide about a patient, the quicker Physio Med will be able to confirm the treatment programme
 - Invoices cannot be authorised unless the completed Assessment Reports have been received

Payment Procedures

Physio Med will settle your invoices. You may charge for the following:

- Initial Assessment session (as approved by Physio Med)
- Treatment sessions (as approved by Physio Med)

You must seek approval from Physio Med in advance for any other costs (e.g. domiciliary visits, collars etc.).

Physio Med's accounting system is linked to its contact management database. This allows us to record and monitor precisely what stage each patient is at and when assessment reports are received from you. The system gives us the ability to handle your invoices promptly.

All invoices must be sent to Physio Med Limited at our head office in Leeds. All Invoices for treatment should be sent to Physio Med on discharge of the patient only. Invoices will be paid on 45 days of receipt. Invoices will only be paid on receipt of a fully completed discharge report from the practice.

They should clearly show the following information:

- Patient's name
- Patient's reference number (as applicable)
- Number and Dates of appointments included on the invoice
- Type of each appointment (e.g. Initial Assessment, Treatment etc.)
- Any additional costs (as pre-agreed with Physio Med)

Treatment costs are to be held for a minimum of 12 (twelve) months.

Invoices will be paid by BACs transfer, providing we have received the appropriate Assessment Reports.

Please note that admin fees must be paid within 3 months of the initial assessment. Any admin fees still deemed payable after this period will be deducted from any following invoice payments due to the practice.

Invoices must be submitted to Physio Med within 6mths of discharging the patient. Invoices received after this period cannot be guaranteed payment.

Price Increases

Any proposed price increase by a provider practice must be requested in writing to Physio Med. Price increases cannot be honored unless they have been accepted by Physio Med following the receipt of the request.

Complaint/Grievance Procedures

If you receive any complaints about Physio Med from patients referred by Physio Med, you must contact Physio Med with the details as soon as possible. In all cases resolution of the complaint will occur at the initial contact point within Physio Med, with escalation to the next level within the organisation only if the patient remains dissatisfied.

The patient must be supplied with full details as to how to contact Physio Med who in turn will provide them with details of how and who to contact at the Client. If the patient is considering this action, a referral must be made to a Physio Med Director.

Neither Physio Med nor the Client can be held accountable for, nor accept liability for any complaint made against the Physiotherapist on a professional basis.

Removal from the Provider list

1. Practitioners not maintaining their professional status
2. Practitioners not maintaining their professional development
3. Practitioners consistently not offering initial appointments within set time criteria
4. Fraudulent billing
5. Approaching company clients directly
6. Approaching company client Partners directly
7. If any Partners are approached for personal funding at any time prior, during or after treatment
8. Multiple Partner complaints deemed genuine
9. Non-compliance with any of the area's outlined in this Agreement
10. Any other matter deemed as gross misconduct