Patient Info – Aubrey Podiatry



[Referrals/Appointments](http://aorangisurgical.co.nz/asg-patient-info/94-referrals-appointments)

You do not need a referral to go to Aubrey Podiatry but if you do have a referral from a doctor or health professional please email ([info@aubreypodiatry.com](mailto:info@aubreypodiatry.com)) or drop it to Aubrey Podiatry prior to your appointment. Please Phone 03 688 9095 to make an appointment or head to [www.aubreypodiatry.com](http://www.aubreypodiatry.com) to book online.

* The receptionist will give you a time and date for your appointment and explain where we are located. Please ask if you need to know any further details.
* If you need to be phoned to be reminded of your appointment, please let the reception know.
* To cancel an appointment, telephone the clinic 03 688 9095 during business hours. Please cancel at least 1 day ahead so that your appointment time can be allocated to another patient who is seeking treatment. If you do not show to your appointment without prior cancelation, you may be charged a fee.
* New patient appointments range from 20-40 minutes and follow ups are 10-20 minutes.

[Your Consultation](http://aorangisurgical.co.nz/asg-patient-info/100-your-consultation)

You need to bring with you to your appointment.

* Any letters or reports from your doctor or hospital
* Your ACC number, if you have one.
* Your Private Health Insurance details, if you have cover.
* Any X-rays, CT or MRI films and reports. If you have a hard copy image, bring that but if these are not available bring the disc of the images.
* A list of all medicines you are taking including herbal and natural remedies.
* Your daily work and lifestyle footwear if you complain is of a bone/muscular origin please.
* If you are wanting nail care during your treatment, please can your remove your toenail polish prior to coming to your appointment.

We make every effort to run on time, but occasionally emergencies or patients require a little more time, and these cause delays beyond our control. We apologise if we keep you waiting.

[Accounts and Payment](http://aorangisurgical.co.nz/asg-patient-info/98-accounts-and-payment)

**We appreciate payment of your account on the day of treatment. However, should an account need to be issued an account fee of $25.00 will be issued on the day of treatment.**

We do not Office hours for payment of accounts: 9.00am-5.00pm, Monday to Thursday. Payments can be made by Internet banking, Eftpos, Cash, or Credit Card (A surcharge applies).

**Private appointments**

If you are visit the practise privately, you are responsible for payment of your consultation and any products given to you within your consultation time. The following is an example of products that may be given to you.

* Orthotics, braces and supports.
* Foot creams, gels and oils
* Footwear
* Tape, felt.

If you have a Health Insurance Policy, it is also important to make sure you know whether your policy covers 100% of any treatment you may need. Some policies have a pre-determined maximum figure that will be paid for a procedure. Where this amount is not adequate to cover the full cost of the appointment or procedure you will be left to cover the shortfall. You will need to collate all invoices relating to your treatment and forward these to your Health Insurance Company for payment, along with any prior approval information provided.

**ACC appointments and ACC surgery**

If you have been referred to the practice with an accepted ACC claim, ACC will pay part of the cost of your consultation. You will still have a surcharge remaining on the consultation for you to pay. This varies depending on the treatment and service code that you have for ACC. For confirmation, please contact your local ACC office or visit [www.acc.co.nz](http://www.acc.co.nz/). If however your claim is declined, then you are responsible for the account.

[Your Rights as a Patient](http://aorangisurgical.co.nz/asg-patient-info/57-your-rights-as-a-patient)



We abide by a Code of Patient Rights, ensuring proper standards are adhered to with respect and fair treatment by listening and recognising your need for dignity, independence, information, support and decision making. We welcome all complaints. Please head to our website for more information on your rights as a patient.

**Aubrey Podiatry, 45 Heaton Street, Timaru. Phone 03 688 9095. WWW.AUBREYPODIATRY.COM**