



Karen Goodall

AdvCertVPhys MIRVAP

Veterinary Physiotherapy

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Terms and Conditions of Treatment

Thank you for choosing Karen Goodall Veterinary Physiotherapy for your animal. We aim to provide the best service available and hope you have a good experience. Please read the terms and conditions below as by accessing and utilising the services of Karen Goodall Veterinary Physiotherapy, you agree to be bound by the terms and conditions of this agreement.

Legalities: In Accordance with the Veterinary Surgeons Act 1966 all animals must have a written veterinary referral before treatment can commence. This also applies to those having strengthening and conditioning or puppy healthy development sessions. Owners are required to notify Karen Goodall Veterinary Physiotherapy if, during a course of treatment, the condition should worsen, or a new condition arises.

Animal Requirements:

- Please do not feed your animal within 2 hrs of your appointment time.
- Animals with contagious diseases, including Kennel cough or sickness and diarrhoea will not be treated and as much notice as possible should be given to rearrange the appointment. Normal cancellation fees apply.
- Therapeutic handling is used in all treatment sessions. Palpation and assessments are carried out as and when the animal is comfortable to proceed, this may require giving an animal additional time to relax before continuing the session.
- We reserve the right to refuse treatment of any animal based on medical reasons or where treatment would put the therapist or owner's health and safety at risk.
- Owners are required to notify us if, during the course of treatment, the pet's condition or injury should worsen, or if the vet advises treatment should be stopped or postponed.
- Whilst every care is taken to provide the best possible treatment for your animal, treatment is carried out entirely at the owner's risk.

Client Confidentiality: The physiotherapist/client relationship is founded on trust and in normal circumstances we will not discuss or disclose to any third party any information relating to a client or animal without either express or implied consent.

Ownership of Records: We retain ownership of all of our clinical reports. They shall be retained, in accordance with GDPR guidelines indefinitely to record treatments/outcomes. All personal data will be considerably disposed of after 5 years.



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Payment terms:

- Payment is taken at the time of treatment, unless arranged with the consent of Karen Goodall Veterinary Physiotherapy in advance.
- Payment can be made by cash, cheque or vis BACS.
- We reserve the right to pursue any unpaid accounts in any manner we deem necessary. This may include the involvement of debt collection agencies or civil proceedings. Any costs incurred to us in recovering unpaid debt will be passed on to the client concerned.
- Where a client fails to comply with payment terms, we reserve the right to withdraw or service.

Insurance Claims:

- Insurance claims will be processed but we respectfully remind you that any insurance contract is between the client and the insurance provider only. Payment will be required at the time of treatment, unless a direct payment is agreed by Karen Goodall Veterinary Physiotherapy prior to commencement of treatment.
- Treatments can be claimed from most pet insurance companies and is subject to individual policy limits. It is the owner's responsibility to inform the therapist of the amount of cover available to ensure this is not unknowingly exceeded.

Cancellation Policy: Cancellations should give at least 24 hours' notice. We understand that sometimes circumstances arise which make 24hrs notice impossible so KGVP reserve the right to apply full cancellation fees at our discretion. If Karen Goodall Veterinary Physiotherapy arrive for a planned appointment and owners are unavailable, full payment for the session will apply.

Time Keeping: We always try to stick to appointment times and allow excess times for travel to accommodate this. Occasionally we may run late due to unforeseen circumstances and where necessary this will be communicated with the client/s affected.

Data Protection Policy: In accordance with the General Date Protection Regulation act 2018 (GDPR) Karen Goodall Veterinary Physiotherapy have put procedures in place to protect your data. By instructing us to treat your animal you authorise us to use this data in the course of our work and to provide suitable treatments tailored to your animals' previous medical history. Procedures include:



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Contact with Clients

- By consenting to physiotherapy services please be aware that Karen Goodall Veterinary Physiotherapy (KGVP) may contact you in relation to your animal and the condition being treated. This may be via Email, Text message, Telephone or Facebook/Messenger. We may also contact you in the months after treatment has been completed to obtain updates on the patient where we feel this is appropriate to the animal's care.
- Clients may 'Opt Out' of contact of any form and at any point by notification to Karen Goodall Veterinary Physiotherapy via:

Email: kgoodallvetphysio@gmail.com

Telephone/Text message: 07766145454

KGVP will not pass on your details to third parties and will not contact you in the future in relation to any offers or services.

Written Documents

- Referral forms/Patient history's may be kept electronically and/or via hard copy, for ease of reference, due to KGVP being a mobile based service. Electronic data is stored under a passworded system with restricted access by KGVP personnel only. Hard copies are stored in a locked storage system when not in use, again with restricted access.
- It may be necessary to carry round the case notes required for each working day. Case notes which are not needed during a treatment session will be stored in an opaque file which will be kept in my equipment box. The box is in constant use throughout the day and is not left unattended. Case notes will not be left unattended in a vehicle whilst another patient is being treated.
- KGVP use notebooks to record details referring to any new client enquiries until a vet referral has been received. Notebooks containing such information are also kept in a locked storage system, with restricted access, when not in use.

Disposal of information

- Referral notes are required to be kept for 5yrs following completion of treatment. At this point any sensitive information, stored via hard copy, will be shredded and data stored electronically will be deleted. Please be aware that KGVP may retain patient notes for future reference in relation to treatment provided and outcomes only, no personal data, which could identify an owner, will be stored after this time.



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Photographs/Social Media: Photographs or video's may be taken of your animal to follow their rehabilitation journey and monitor changes. These may be posted on our website or social media platforms (Facebook and Instagram) If you prefer your animal not to feature please let Karen know.

Complaints: At Karen Goodall Veterinary Physiotherapy we pride ourselves on delivering a first-class service. In the unlikely event there should there be any aspects of our treatment or services that you are not happy with we would kindly request that, in the first instance, you speak to us to allow us to address such issues.