

REGISTRATION and CONSENT FORM

PLEASE ENSURE YOU COMPLETE BOTH SIDES OF THIS REGISTRATION FORM. THE AREAS HIGHLIGHTED IN RED ARE THE MINIMUM DATA REQUIRED FOR US TO BE ABLE TO DELIVER A SAFE AND EFFECTIVE SERVICE TO YOU.

Title: **First Name:** **Surname:**

Name of Parent or Guardian (if under 16):

Home Address:

..... **Postcode:** **Date of Birth:**

Tel : Home: Work:

Mobile: **Email:**

Job Title: **Company:**

Referring GP/Consultant Name & Address:

As part of patient care, are you happy for us to send written information to your GP/Consultant regarding your progress and discharge? YES (Please provide contact details) NO

How did you hear about us? I met/spoke to a Central Health Physio at my place of work
(if so, please provide name of your employer)

GP Been before, if so please state reason ie, new/same problem

Consultant Advertisement (if so, please state, eg pavement sign):

Word of Mouth Company (if so, please state):

Internet - Google Insurance Company:

Internet – Social Media Other, if so please state:

Private Health Insurance: **If you have medical insurance and would like us to bill your provider directly, please complete:**

Insurance Company: **Membership No:**

Authorisation No: **Please note we do not take international policies administered abroad.**

PLEASE BE AWARE THAT YOUR INSURANCE COMPANY MAY NOT PAY THE FULL AMOUNT OF YOUR INVOICE. ANY REMAINING COSTS OR DELAYED PAYMENTS WILL BE YOUR RESPONSIBILITY.

IF NOT USING MEDICAL INSURANCE, YOU WILL BE REQUIRED TO PAY FOR YOUR TREATMENT IMMEDIATELY AFTER YOUR APPOINTMENT.

A CANCELLATION CHARGE WILL BE LEVIED IF LESS THAN 24 HOURS NOTICE IS GIVEN.

CONSENT FORM

Changes to Consent under GDPR – PLEASE TICK IN THE RED BOXES TO INDICATE YOU HAVE READ & UNDERSTAND:

What information do we collect?

During your episode of care with Central Health Holdings you will be asked to provide a variety of personal information. Some will be personal identity identifying information (e.g. date of birth, email, home address, telephone number, Health insurance details). Under the GDPR, sensitive personal data is defined as: *“data consisting of racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person’s sex life or sexual orientation.”* The only data under this definition CHH will collect is data concerning health. To support this medically confidential information, we will also ask some details about your personal history, which will not include the above, but may include: type of work undertaken, hours worked, job tasks, hobbies and exercise undertaken, among other relevant information.

Why do we collect this information?

There are lots of reasons we collect this data, but the main reasons are:

Personal identifying information: To verify who you say you are, to ensure that any services that we provide to you are billed to the correct person or insurance company.

Your email address and telephone number are used to contact you in the case of confirming appointments, making changes to or cancellation of appointments.

If you are happy for us to then it will be used to email you information about – blogs published from our highly specialist physiotherapists, information on offers or new products or services that we provide.

The personal history information is used to build up a picture of you and to contextualise the complaint you are presenting to Central Health Holdings to help you with.

The medically confidential information you provide is also used to contribute to us building up a holistic picture of you. Your consultant or GP details will be used for the sole purpose of communicating with each party with regards to your presenting complaint.

How is this information collected and stored?

Central health holdings operate a paperless storage system. All details even when collected via handwritten forms or via letters from your Consultant are scanned and stored onto our secure, password protected database system. For further details about the security of our systems please ask a member of the admin team.

How long is this information stored?

We have a legal requirement to store clinical notes for 20 years (except for minors under the age of 5 then records are required to be kept until they are 25 years old).

What if I don't want my information used or stored?

You can withdraw consent at any stage without prejudice. Under new legislation you have the right to be forgotten and all your data can be removed from our records if requested to do so in writing.

Are there exceptions to this?

If there are safeguarding concerns or concerns of safety to yourself, our staff or members of the general public then Central Health have a legal duty to report our concerns to the relevant authorities without your prior consent. In the case of you going through any legal proceedings with regards to your injury (with external parties) or against Central Health, then Central Health’s legal responsibility to keep a record of your treatment undertaken with us will supersede any rights under GDPR.

How do I withdraw consent?

You can withdraw consent by letting any member of CHH staff know in writing what parts of the above description you are withdrawing consent to.

What happens if there is a breach and my information is compromised?

Every step is taken in training our staff on the safe and secure use and storage of your information. Your information is stored on industry leading secure databases. If, however there is a breach in the confidentiality or security of your information while under our use then a full investigation into the breach will be launched. We are obligated to report breaches to you as an individual and to the ICO.

Signed for Consent: (If under 16 Parent or Guardian signature) **Date**

Terms and Conditions: I acknowledge that the payment of fees for treatment is my responsibility as are claims made to medical insurance companies. By signing this form, I am agreeing to physiotherapy treatment. I acknowledge that all assessment and treatment will be performed by a chartered therapist. I understand that with certain conditions, a degree of undress may be required and that this will be explained to me at the time by the therapist, as will treatment techniques and any electrical modalities used. Following an examination and assessment, an explanation of the therapist’s opinion and proposed treatment will be given to me. I am entitled to be accompanied during treatment if I so wish. Central Health is committed to implementing best practice, should you feel dissatisfied with any area of my treatment you are encouraged to bring it to the attention of any member of staff, at your earliest convenience.

Signed for T&C’s: (If under 16 Parent or Guardian signature) **Date**

We would like to send you monthly email bulletins containing news and special offers. Your details will not be passed onto any third parties. Tick the box to choose how we can contact you: emails: Text message: Telephone: