PATIENT INFORMATION BOOKLET

Please read before your first appointment

Reviewed November 2026



WELCOME

Welcome to the clinic

Roslyn Physiotherapy provides sports injury and rehabilitation physiotherapy from our clinic at 287 Highgate, Roslyn, Dunedin.

This booklet explains how the clinic works, what to tell your physiotherapist, the costs that may apply, and your rights as a health consumer in Aotearoa New Zealand.

BOOK AN APPOINTMENT

Call Roslyn Physiotherapy on 03 477 1744 and talk to one of our friendly staff, or book through the online booking portal on our website, roslynphysio.co.nz.

Clinic hours: The clinic is open Monday to Friday, 8:00am to 6:30pm.

Clinic contacts

Phone 03 477 1744	**Email** admin@roslynphysio.co.nz
Opening hours Mon–Fri, 8:00am – 6:30pm	**Location** 287 Highgate, Roslyn Village, Dunedin 9010

Clinic staffing and times may vary. Confirm the appointment time and any *access* needs *when booking.*

Your care

- We will explain your assessment, treatment options, likely benefits, risks, costs and expected progress.
- You may ask questions, request a written summary, seek a second opinion, refuse treatment, or withdraw consent at any time.
- You are welcome to bring a support person or whānau member.

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NOT AN EMERGENCY SERVICE

For a medical emergency, call 111. If you are acutely unwell or may be infectious, contact the clinic before attending so an appropriate arrangement can be made.

Before your first appointment

- Bring any relevant referral, ACC claim details, scan or test reports, and a list of current medicines if available.
- Wear comfortable clothing that allows the physiotherapist to assess and treat the affected area.
- Tell us in advance if you need step-free access, an interpreter, communication support, or another reasonable adjustment.

YOUR CARE

Your rights and consent

The Code of Health and Disability Services Consumers' Rights applies to your care.

1. Respect
Be treated with respect, including respect for your privacy, culture, values and beliefs.

2. Freedom
Be free from discrimination, coercion, harassment and exploitation.

3. Dignity
Have your dignity and independence respected.

4. Quality
Receive services with reasonable care and skill, consistent with appropriate standards.

5. Communication
Receive information in a form, language and manner you can understand; an interpreter where reasonably practicable.

6. Information
Be fully informed about your condition, options, benefits, risks, costs, timing and results.

7. Choice and consent
Make an informed choice, give informed consent, refuse treatment, or withdraw consent.

8. Support
Have one or more support people present unless safety or another person's rights would be affected.

9. Teaching and research
Keep the same rights if teaching or research is proposed.

10. Complaints
Raise a concern or complaint and have it handled fairly, simply and promptly.

CONSENT IS ONGOING

Please tell your physiotherapist if you want more explanation, wish to pause, prefer a different approach, or no longer consent to any part of the assessment or treatment.

BEFORE TREATMENT

Preparing safely for your appointment

Your physiotherapist needs accurate information to plan care safely. Please tell us about any condition, medicine, implant or circumstance that could affect assessment, exercise or hands-on treatment.

Please disclose

- Pregnancy or possible pregnancy.
- A pacemaker, implanted device, joint replacement or other artificial implant.
- An infectious illness, fever, open wound or skin infection.
- Current medicines, long-term medicines, allergies or recent changes in medication.
- A chronic or serious health condition, recent surgery, unexplained symptoms, or a previous adverse reaction to treatment.
- Anything else that makes you uncertain about the safety or suitability of treatment.

YOUR COMFORT AND DIGNITY

Gowns and shorts can be provided. You may bring your own suitable clothing. Tell us if you would like a support person present or need more privacy.

During the appointment

- Ask for an explanation before any assessment or treatment procedure.
- Tell us immediately if a movement or treatment causes unexpected pain, dizziness, shortness of breath, numbness, weakness or other concerning symptoms.
- Set your phone to silent and avoid calls in the treatment area unless needed for your care or safety.

INJURY CLAIMS

ACC and previous treatment

NO DOCTOR'S REFERRAL IS REQUIRED

You can self-refer for physiotherapy. Roslyn Physiotherapy can lodge an ACC claim for an eligible injury if one has not already been lodged.

At your appointment

- Tell us when, where and how the injury happened, and whether it occurred at work, during sport, while travelling, or in another setting.
- Bring your ACC claim number or paperwork if you have it. You can still attend if you do not yet have a claim number.
- Tell your physiotherapist if another clinic or provider has treated the same injury. This helps us link to the correct claim and avoid duplicated or unsuitable treatment.
- ACC decides whether an injury is covered and may set or review treatment approvals. Your physiotherapist will discuss the plan if more treatment or prior approval is needed.

What ACC pays

ACC usually pays part of the cost of eligible treatment. A clinic co-payment applies. Items such as tape, braces, supports and exercise bands are normally additional to the consultation fee.

IF YOUR CONDITION IS NOT COVERED

You can still be seen as a private patient. The private consultation fee applies.

COSTS

Fees, payment and treatment materials

Published Roslyn Physiotherapy fees checked in November 2026.

Appointment type	Published fee
ACC treatment – standard	**NZ$40 per 30-minute session**
ACC treatment – student with ID	**NZ$35 per 30-minute session**
Private consultation	**NZ$90 per 30-minute session**

Fees may change. Confirm the current fee when booking, especially for longer appointments or specialised services.

Payment

- Accounts are normally settled on the day of treatment unless prior approval has been arranged.
- EFTPOS, major credit cards and PayWave are accepted at the clinic.
- If another organisation or insurer is paying, obtain approval before treatment and bring the relevant details.

Additional items

Tape, braces, supports, exercise bands and other materials are charged separately unless your physiotherapist tells you otherwise. Ask about the cost before agreeing to an item.

APPOINTMENTS

Arriving, changing or missing an appointment

Help us run on time

- Arrive a few minutes early, particularly for your first visit or if forms need to be completed.
- If you are delayed, call 03 477 1744. A late arrival may shorten the available treatment time to avoid delaying other patients.
- Before leaving, confirm any follow-up appointment and the recommended timeframe with your physiotherapist.

Cancellations and non-attendance

If you need to cancel or reschedule, please give as much notice as possible. Early notice lets the clinic offer the appointment to someone needing prompt assessment.

A CHARGE MAY APPLY

A $30 fee may be charged if you do not attend an appointment without notice, unless you give a reasonable explanation. A late-cancellation charge may also apply under the clinic's current policy. Ask about any exceptions when booking; charges can change.

Reminders and contact details

- Appointment reminders may be sent to the mobile number recorded for you. A reminder is a courtesy; you remain responsible for attending or cancelling.
- Tell the clinic promptly if your phone number, email, address or payment details change.
- If you are unwell or may be infectious, call before attending. The clinic can discuss rescheduling or whether another option is suitable.

AT THE CLINIC

Access, parking and support

Parking and arrival

Labelled parking is available behind our building, up the ramp next to Rhubarb Café on Highgate. Limited street parking is also available on City Road and Highgate; please take note of the parking times.

The clinic is in Roslyn Village, opposite Roslyn Pharmacy. If you are unsure where to go, or need to be met at an accessible entrance, call the clinic before your appointment.

Wheelchair and step-free access

Tell us when booking about mobility equipment, transfer assistance, accessible parking or other adjustments so arrangements can be confirmed in advance.

Support people and whānau

You may have one or more support people present. The physiotherapist may ask to speak with you directly and will usually seek your agreement before discussing personal health information in front of others. A support person may be asked to step out if safety, privacy or another patient's rights would otherwise be affected.

Communication support

- Tell us if you need an interpreter, NZ Sign Language support, written information, extra time, or help communicating.
- The physiotherapist will direct questions to the patient wherever possible. A support person can help clarify communication while allowing the patient to answer and make choices.

YOUR PREFERENCES MATTER

Tell us about cultural, religious, gender, disability or other needs that are important to receive respectful care.

YOUR INFORMATION

Privacy and health records

Health information is handled under the Privacy Act 2020 and the Health Information Privacy Code 2020, as amended.

We collect health and contact information needed to provide safe care, manage appointments and accounts, meet legal and professional duties, and administer ACC or other authorised funding.

How information is handled

- Access is limited to the physiotherapists, authorised administration staff and others who need the information for a lawful purpose.
- Reasonable safeguards are used to protect records from loss, unauthorised access, use or disclosure.
- Information may be shared with ACC, a referrer, another treating provider, an insurer or another person when you authorise it, or when disclosure is otherwise permitted or required by law.
- If relevant information is obtained from another source, the clinic will take reasonable steps to tell you as required by the current privacy rules, unless an exception applies.

Your access and correction rights

You can ask for a copy of the personal information the clinic holds about you and ask for it to be corrected if you think it is wrong. Some limited legal grounds may allow information to be withheld; if so, you will be told why and about your review options.

PRIVACY REQUESTS

Contact admin@roslynphysio.co.nz or 03 477 1744. Ask for the clinic's Privacy Officer if your concern relates to how your health information has been handled.

AI NOTE TAKING

Using Heidi Health in your session

Our AI note-taking tool supports your physiotherapist; it does not replace them.

Your physiotherapist may use Heidi Health, an approved AI scribe, to help write your clinical notes during your appointment. This lets them spend more of your session focused on you.

How it works

- Your physiotherapist will let you know if Heidi Health is being used and explain what it does.
- Heidi Health listens to the consultation and drafts a note from the conversation.
- Your physiotherapist reviews and verifies every note before it is finalised, and the final record is kept in our practice management system.
- Audio recordings, if any, are stored and deleted securely in line with privacy requirements.

How we keep your information safe

- Heidi Health is a clinical-grade tool approved by the Clinic Owner, with a signed data processing agreement in place.
- Your information is not used to train the AI model by default.
- Data is stored in New Zealand or a closely aligned jurisdiction such as Australia.
- We do not use public AI tools, such as consumer chatbots, to record or process your health information.

Your physiotherapist stays responsible

AI does not diagnose, recommend treatment or make clinical decisions. Your registered physiotherapist is fully responsible for your assessment, treatment and the accuracy of your record. If you notice anything in your notes that looks wrong, you can ask for it to be corrected.

YOUR CHOICE

If you have questions or prefer that Heidi Health is not used during your appointment, please tell your physiotherapist. You can raise this at any time, and it will not affect the care you receive.

SPEAKING UP

Progress, second opinions and complaints

Progress and second opinions

Recovery varies. Your physiotherapist will explain the expected course and review progress. If progress differs from expectations, the plan may be changed or a second opinion sought from another physiotherapist, your GP or another suitable clinician. You may request a second opinion at any time.

Feedback or a complaint

You may raise a concern verbally or in writing, and you may have a support person or advocate help you. Contact your physiotherapist or the Practice Director at Roslyn Physiotherapy: 03 477 1744 or email us at **complaints@roslynphysio.co.nz**. Anonymous feedback is accepted, although it can limit the clinic's ability to investigate or reply.

Under the Code of Rights, a complaint should be handled fairly, simply, promptly and efficiently. It should be acknowledged in writing within five working days, unless it is resolved to your satisfaction within that time. The clinic should decide within ten working days after acknowledgement whether the complaint is accepted or whether more investigation time is needed, keep you informed at least monthly, explain the outcome and reasons, and document the complaint and actions taken.

INDEPENDENT HELP IS AVAILABLE

You can contact the free Nationwide Health and Disability Advocacy Service, the Health and Disability Commissioner, or—where the concern relates to a physiotherapist's conduct, competence or health—the Physiotherapy Board of New Zealand. Contact details are on the back page.

WHO WE ARE

Our values

These values guide how we care for you and work with our community.

Whakaatu Whakaute

Showing respect

We treat you, your whānau and your support people with dignity, fairness, courtesy and respect.

Te Whakamana i te Tipu

Empowering growth

We support your learning, recovery and wellbeing, helping you reach positive outcomes.

Te whai: kia eke panuku

Pursuing excellence

We hold ourselves to high standards of professional practice and service and keep improving.

Te Mahi Kātahi me te Hāpori

Partnering with our community

We work together with you, your whānau and the wider community to support positive health outcomes.

Contacts and policy sources

ROSLYN PHYSIOTHERAPY

Phone 03 477 1744 • Email admin@roslynphysio.co.nz • 287 Highgate, Roslyn, Dunedin 9010 • Open Monday to Friday, 8:00am – 6:30pm

Independent support and complaints

Health and Disability Commissioner

0800 11 22 33
hdc.org.nz

Nationwide Advocacy Service

0800 555 050
advocacy@advocacy.org.nz

Physiotherapy Board of NZ

physioboard.org.nz

Privacy Commissioner

privacy.org.nz

Policy basis and further information

- Roslyn Physiotherapy – FAQs, fees and appointments
  roslynphysio.co.nz/contact-us/faqs • Phone 03 477 1744
- Health and Disability Commissioner – Code of Rights
  hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/ • Phone 0800 11 22 33
- Privacy Commissioner – Health Information Privacy Code 2020
  privacy.org.nz/privacy-principles/codes-of-practice/hipc2020/
- ACC – treatment ACC can help pay for
  acc.co.nz/im-injured/what-we-cover/treatment-we-pay-for
- Physiotherapy Board – complaints and notifications
  physioboard.org.nz/about-us/complaints-notifications

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This booklet summarises clinic information and key patient rights. It does not replace individual advice. Fees, clinic times and operational arrangements can change; confirm current details when booking.