



## **Informed Consent Policy**

Chiropractic adjustments (including those involving manipulation) are considered safe and a conservative treatment for a wide range of spinal conditions. Nonetheless, everyone attending a health practitioner in New Zealand has the right to make an informed choice and must give informed consent.

Chiropractic adjustments (including those involving manipulation) for treatment of neck and lower back pain are internationally recognised as being far safer than medication and many other alternatives. (A Risk Assessment of Cervical Manipulation, JMPT, 1995. Manga Report, Ontario Ministry of Health, 1993.)

It is not uncommon for patients to feel more achy after a chiropractic adjustment, especially their first chiropractic adjustment. If this does occur it is likely to be mild and temporary. Chiropractors at H&D Chiropractic will take into consideration many factors when determining the best adjustment for each patient and the level of force required for each adjustment.

If there is compelling evidence for serious pathology, H&D Chiropractors may refer you to their colleagues, your GP, another health profession or directly to the hospital.

For the first three appointments, all patients under the age of 16 are required to have a parent or legal guardian present for informed consent or have consent from a parent or legal guardian to have appointments without their parent or legal guardian present. For regular appointments, all patients under the age of 13 are required to have a parent or legal guardian present, or have consent from a parent or legal guardian to have appointments without their parent or legal guardian present.

### **Cervical artery dissection, stroke and cervical spine manipulation** **Author: World Federation of Chiropractic (WFC)**

Cervical artery dissection (CAD) accounts for less than 2% of all stroke cases, an extremely uncommon condition with an annual incidence rate of between 1 and 3 per 100,000 people. On rare occasions, CAD has been reported to have occurred after a patient visited a chiropractor or other provider of manual therapy. However, the best evidence available to date indicates that spinal manipulation does not stress the arteries enough to cause tearing of the arteries leading to dissection-related strokes. Additional studies have concluded that

patients are as likely to have consulted a primary care physician as receive spinal manipulation from a chiropractor prior to experiencing a CAD-related stroke.

The symptoms of a CAD in progress – including neck pain and headaches – often mimic those of mechanical neck pain, conditions for which patients routinely seek assistance from a healthcare provider. Patients with neck pain are more likely to have CAD than those who do not, and patients with neck pain are more likely to visit chiropractors than those who do not. Up to 12% of adults in the United States visit chiropractors each year for successful treatment of neck pain and headache symptoms

The provision of safe, high-quality, evidence-based, patient-centered care for these and other conditions is a priority for the chiropractic profession.

Other very slight risks include sprain/strain to a ligament or disk in the neck (less than 1 in 139,000) or the low back (1 in 62,000). (Dvorak study in Principles and practice of Chiropractic, Haldeman. 2nd Ed.)

You have the right to decline part or all of the treatment that the chiropractor offers, as well as a right to a second opinion, at any time.

The chiropractor retains the right, if necessary, to exchange information with your medical practitioner or other health care provider. This information will be kept confidential as required under the Privacy Act.

If you have any questions related to the treatment you are about to receive, please speak to the chiropractor.

## **Charges and Payments Policy**

All fees to be paid at the time of service, by cash or bank transfer.

Regarding payment, should ACC claim be denied, understand that you will need to pay the difference between the ACC surcharge and the regular charge for the visits you have had.

Debt Collection fees will be applied to patients account for late payers. If an invoice remains outstanding for 1 - month following the invoice date and no acceptable payment plan has been arranged, the debt will be sent to a debt collection agency and any associated costs will be incurred by the patient.

If you are unable to keep an appointment, 24 hours notice of cancellation is required, otherwise you may be accountable for the full fee of that session. A missed appointment is where a Practice Member has not shown up to their allocated appointment time and has not canceled or rebooked their appointment prior to their appointment.

## **Privacy Policy**

We're committed to protecting the privacy of all individuals that provide personal information to us, including the data recorded by customers in their "New Patient Consultation". This Privacy Policy explains how we collect, protect, use and share personal information.

We may review and change this policy from time to time. When we do, we will update this version.

### **Personal Information We Collect**

We collect personal data in a couple of different ways—directly and indirectly.

#### **PERSONAL INFORMATION WE COLLECT DIRECTLY FROM YOU**

We directly collect Personal Information if you complete a New Patient Health History form and if you send an enquiry to us from our website, or get in touch with us by chat, email, or phone.

This information can include your name, gender, date of birth, country of birth, addresses, telephone numbers, email addresses.

We do not directly collect any special categories of personal data about you. This includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, and genetic and biometric data. Nor do we collect any information about criminal convictions and offenses.

#### **PERSONAL INFORMATION WE COLLECT INDIRECTLY**

We indirectly collect Personal Information when someone is referred to our practice. A typical scenario would be when a healthcare professional refers a patient to our office and sends personal information about a patient. We may request personal information and health records and imaging from another health professional and/or a Picture Archiving and Communication System, eg a hospital or Pacific Radiology).

This information can include names, genders, dates of birth, countries of birth, residential addresses, telephone numbers, email addresses, a person's emergency contacts, health insurance numbers, ACC claim details, health history, health status and patient treatment notes and records.

### **How This Information is Used**

Generally speaking, the Personal Information we collect is used by us to inform our decision making on how to best look after the Patient. The Personal Information we collect about our

own Patients may also be used for billing, identification, authentication, and for contacting them if we need to. We may, with consent, use email addresses to share reports and any other health advice advice,

Personal Information relating to third parties will not be shared with any other entity unless the person it relates to has agreed to our terms and conditions.

### **How This Information is Disclosed**

Except as described in this Privacy Policy, H&D Chiropractic will not share, sell, or rent Personal Information with anyone without your permission or unless ordered by a court of law.

We work with third-party services in New Zealand and Australia, such as:

‘Cliniko’ our practice management software, located in Australia  
‘Invoice Direct’, our ACC invoicing agent, located in New Zealand

that we allow access to Personal Information, and may use it on our behalf strictly for the purposes for which they are engaged. We minimise the amount of personal data that is utilised by these services, and we have ensured that these services process your data in accordance with the appropriate regulations. We are not responsible for the privacy policies and practices of these third-party services.

We may forward personal information and health records to another health professional if requested.

In rare circumstances, we may be obliged to disclose Personal Information if disclosure is required to comply with the law, if we believe it is necessary to protect our rights, or if the ownership and assets of H&D Chiropractic were to be transferred to another party.

### **The Security of Your Personal Information**

We take security seriously, and so do our third party services. Data is encrypted, stored in state-of-the-art facilities, access is restricted to those who have a need to know, and the technology to maintain security is regularly reviewed.

In the event that there is a breach and your Personal Information that we have collected directly is at risk, you will be notified within 96 hours of discovering the breach. You will be informed of what information is at risk, steps that we have taken to ensure your safety, and what action we are taking or have taken to rectify the breach.

### **Access, Correct or Delete Personal Information About You**

You can request access to the Personal Information you have provided to us, via email.

If you think there's a problem with the Personal Information we hold about you, you can request a correction. This enables you to have any incomplete or inaccurate data we hold about you corrected.

If you want to request erasure of your Personal Information, we'll take all reasonable steps to do so unless we are required to keep it for legal reasons, which will be notified to you, if applicable, at the time of your request.