

CHIROPRACTIC & OSTEOPATHY BOARD OF SOUTH AUSTRALIA

POLICY

“Financial Plans”

Financial Plans are pre-paid financial arrangements normally used by a registrant/provider to offer a discount in fees payable by the patient or to facilitate a bulk payment for services. Financial Plans are separate to Care Plans and separate document must be maintained..

Registrants/Providers using pre-paid financial arrangements shall:

- (a) Provide the patient with a written copy of the financial plan, signed by both the patient and the registrant/provider, and keep a copy of the plan for their own records.
- (b) Provide patients with a separate Care Plan as outlined in Section 3.10.
- (c) Ensure that the patient:
 - (i) is allowed to withdraw from care at any time;
 - (ii) receives full refund of payments not used;
 - (iii) receives a full written and verbal explanation of the terms of the financial arrangement.
- (d) Either:
 - (i) offer a “pay as you go” arrangement as an alternative;

OR

 - (ii) actively assist those patients not wishing to undertake a pre-paid arrangement by providing referrals to other local registrants without delay.
- (e) If using pre-paid arrangements exclusively, inform the patients of these arrangements during their first visit.
- (f) The financial plan should include a full disclosure of all of the terms and conditions of the pre-paid financial arrangement, including the terms of any refunds applicable should the patient withdraw from the arrangement.