



**chatterbots**  
PAEDIATRIC SPEECH PATHOLOGY

## TERMS OF BUSINESS

January 2023

### **Cancellation and Attendance Policy**

Our Cancellation and Attendance Policy is designed to ensure:

- (a) That Chatterbots can operate efficiently and that our therapists are available when needed
- (b) Consistency of therapy in line with best practice
- (c) That other clients who may be waiting for therapy don't miss out unnecessarily

If you need to cancel or re-schedule an appointment, we ask that you provide 24 hours notice (e.g. if your appointment is at 2pm on Wednesday, you will need to let us know by 2pm on Tuesday that you cannot attend). This will assist us in being able to offer your unwanted appointment time to another client who may be waiting to see your child's therapist. Sessions cancelled after this time will be charged at 100% of the usual rate.

If your child's therapist is ill, we will let you know and offer a replacement session as soon as possible.

For regular therapy, a minimum attendance rate of 80% is expected. This means that regardless of how much notice you provide, we expect that you will attend a minimum of 80% of your scheduled therapy sessions. We understand that from time to time, circumstances change, making it impossible to attend, however this should be the exception rather than the rule. Commitment to this minimum level of attendance is important for the 3 reasons highlighted above. Should your attendance fall below the minimum 80% expectation, Chatterbots will charge for cancelled sessions at 100% of the usual rate. Should non-attendance continue, Chatterbots will re-allocate the regular scheduled time to another client.

### **Payment**

Fees are payable on the day of the appointment. Chatterbots offers payment via:

- i) EFTPOS using a credit or debit card (only available in-clinic), or
- ii) Automatic payment via Chatterbots Practice Management software (details below)

Our preferred payment method is automatic payment via Chatterbots Practice Management software, as this maximises the amount of time our therapists are able to spend with you and your child. Please see below for further information.

## **Automatic Payment**

Chatterbots offers automatic payment via our Practice Management software, Halaxy ([www.halaxy.com](http://www.halaxy.com)). Payment is taken from your nominated credit/debit card automatically at the time of your appointment, giving your therapist more time to spend with you and your child. You can add and maintain your own payment details via Halaxy's patient portal, similar to how you would pay for utilities, transport (e.g. Uber) and other services.

Payments via Halaxy are powered by Braintree Paypal, who as one of the world's largest online payment providers have a stringent data and security policy when it comes to storing cardholder details. When your card details are entered into Halaxy, they are stored and tokenised by Halaxy's payments gateway, meaning that once initially entered and captured, they are not visible to anybody within Chatterbots or Halaxy.

For more information on automatic payments and card security, please see:

<https://blog.halaxy.com/halaxy-card-security-faqs/>

## **Claiming**

If you are claiming from a private health fund, it is your responsibility to settle the account and then reclaim from your fund. It is advisable to check your level of cover before commencing therapy.

If your child is eligible for a Chronic Disease Management Plan (CDM), Chatterbots is able to claim from Medicare on your behalf. Therapy provided by Chatterbots will need to be paid in full, but we can process the Medicare rebate on your behalf. Alternatively, you can claim your rebate online, in person, or via the Medicare Plus Express app.

## **Travel Fees**

Subject to availability, Chatterbots offers mobile speech therapy services at your home or your child's place of education. When our therapists deliver therapy at a location other than our clinic, Travel Fees will apply and will be agreed with you in advance. Travel Fees are as follows:

- Travel is charged at the same hourly rate as therapy, specifically \$190 per hour, applied in 5 minute increments
- Travel time is the time taken for your therapist to travel to and from our clinic at Suite 4, 924 Pacific Highway, Gordon NSW 2072
- Travel Fees are agreed with you in advance based on an estimated Travel Time, and not based on the actual time our therapist takes to drive to you on any particular day.
- We estimate travel time using Google Maps, and agree a fixed Travel Fee with you in advance.
- A minimum Travel Fee of \$30 (the equivalent of 10 minutes travel time) applies.