

ALLIED HEALTH INFORMED CONSENT POLICY

Policy

Altaira recognises that clients need sufficient information to make appropriate decisions about their own health care.

Purpose

To ensure that Altaira's allied health professionals provide clients with sufficient information to make appropriate decisions about their own health care and gain consent as and how appropriate.

Scope

This policy applies to Altaira's allied health professionals.

Roles and Responsibilities

The Allied Health Operation Manager is responsible for communicating and ensuring adherence to this policy by Altaira's allied health professionals.

Implementation

1. Intelligible information

Altaira's allied health professionals will provide adequate information about the importance, benefits and risks of proposed healthcare in language that is tailored to the individual needs of a client.

Where a client has an impairment that may affect their ability to make and/or communicate an informed decision about their own healthcare, Altaira's allied health professional will take this into account.

2. Risks and benefits of intervention

Clients will be given a reasonable level of information in advance about the relative benefits of a proposed program of healthcare. Where relevant, clients will also be given a reasonable level of information about concerns specific to them, alternative options and the implications of having no intervention. Altaira's allied health professional will consider whether is appropriate that the client be advised to seek information from other health professionals about the relative benefits of different

RISK CLASSIFICATION: INTERNAL			
Document Name	Allied Health Informed Consent Policy	Authorised by	Director
Document Group	Policy	Version No	2
Document Number	QMSP038	Issue Date	30/11/2025

ALLIED HEALTH INFORMED CONSENT POLICY

forms of intervention and the coordination of various interventions such as surgery and physiotherapy or psychology and physiotherapy.

3. Costs of intervention

Clients will be given advance information about consultation costs and billing systems including acceptable methods of payment, discounts that may apply and the costs incurred for late cancellations or failure to attend appointments.

Clients will be given an estimated number of consultations for the proposed episode of care. Clients covered by a third party compensable body be given information that clarifies whether the service is bulk-billed by the practitioner; whether the client needs to pay up-front and then claim a rebate from the third party payer; whether a gap payment applies and who is responsible for the costs of healthcare provided by the practice if the claim is denied.

4. Consent to a program of healthcare

The client will be asked to consent to a program of healthcare related to their presenting condition. Consent may be implied or express/explicit. Express/explicit consent refers to consent that is clearly and unmistakably stated (either in writing, orally, or in another fashion where consent is clearly communicated). Implied consent refers to circumstances where it is reasonable for the health professional to infer that consent has been given by the client. For example, if a client presents to a physiotherapist, discloses health information, discusses intervention options and then settles on a particular program of healthcare, this will generally be regarded as the client giving implied consent to that program of healthcare.

5. Consent is dynamic

Altaira recognises that once given, consent can be withdrawn at any time. If a new or altered intervention is provided then Altaira’s allied health professional needs to seek the client’s consent again.

Altaira’s allied health professionals will follow the standard model for obtaining informed consent:

- outline the nature and likely prognosis of the condition
- present the risks and benefits of different options for intervention
- explain options for additional diagnostic procedures
- provide warnings on possible adverse outcomes
- estimate the likely outcome of intervention
- explain the likely duration and cost of the proposed episode of care.

RISK CLASSIFICATION: INTERNAL			
Document Name	Allied Health Informed Consent Policy	Authorised by	Director
Document Group	Policy	Version No	2
Document Number	QMSP038	Issue Date	30/11/2025

ALLIED HEALTH INFORMED CONSENT POLICY

Consent be obtained from the appropriate ‘consent giver’. For a child under the age of 18, consent can be provided by the child’s parent or legal guardian. For a client with cognitive impairment, consent may be provided by the client’s carer. Children from the age of 14 to 17 are deemed to have a developing capacity to give consent to their own healthcare. For children in this age bracket, Altaira’s allied health professional will therefore seek consent from both the child and the parent or legal guardian.

6. Documenting consent

Altaira’s allied health professionals must document that an appropriate consent process has taken place by a signed and dated entry in the client health record, indicating that the client gave consent to a program of management outlined by the health professional. Where consent is provided by a person other than the client, (such as a parent, legal guardian or carer) this will be documented in the client health record. Where there is a change of practitioner, a significant change to the program of intervention originally agreed upon or a significant change to the cost of consultations or procedures, the client’s consent will be sought again and this new act of consent documented in the client health record.

Cervical spine disorders

Where a client is receiving physiotherapy for the management of a cervical spine disorder, Altaira’s allied health professional must comply with the APA clinical guidelines for assessing vertebrobasilar insufficiency including the process for obtaining the client’s informed consent. Altaira’s allied health professional will seek written client consent for cervical manipulation on each occasion a manipulative procedure is performed, even if the same procedure is repeated. Altaira’s allied health professional will also seek written client consent for any cervical procedure that involves end-range rotation on each occasion such a procedure is performed, even if the same procedure is repeated. Consent for each procedure must be recorded separately.

Dry Needling

Where a client is receiving dry needling treatment, Altaira’s allied health professional must seek written client consent for the dry needling treatment on the first occasion that the treatment is performed.

Research

Where clients are invited to participate in an approved research project, they will be given sufficient information about the project in advance and their participation must be voluntary. Clients will also be informed in advance that if they consent to participate, they can subsequently withdraw such consent without explanation and without compromise to the quality of healthcare provided by the practice. A client’s consent to participate in a research project must be documented in the client’s health record.

RISK CLASSIFICATION: INTERNAL			
Document Name	Allied Health Informed Consent Policy	Authorised by	Director
Document Group	Policy	Version No	2
Document Number	QMSP038	Issue Date	30/11/2025

ALLIED HEALTH INFORMED CONSENT POLICY

Students and assistants

Where a student or assistant will be providing clinical care under supervision, prior consent will be sought from the client without the student or assistant present and without the client feeling pressured to agree. For example, consent could be sought when the appointment is made or when the client arrives at reception. The parameters of the supervision be explained to the client, including whether or not Altaira’s allied health professional will be present during the consultation. Altaira will exercise discretion in approaching clients about clinical care to be provided by a student or assistant under supervision.

Third party presence

A third party is any other person who is present during a consultation between Altaira’s allied health professional and a client. This may include family members, partners, friends, interpreters, students, assistants, chaperones or other health professionals. A third party may only be present with the prior consent of the client.

Altaira Privacy Policy

Altaira is bound by the Australian Privacy Principles under the Privacy Act 1988, the Australian Privacy Principles (APPs) and other applicable laws governing privacy. Access to personal information (including medical records) by Altaira is limited to those individuals with a relevant requirement for access. Altaira will not disclose personal information to any third parties without consent except if it is otherwise permitted or required by the Privacy Act or any other law. By providing Altaira with personal information, you consent to the collection, use and disclosure of your personal information.

How can I access my personal information or make a complaint?

To the extent you are entitled under the Privacy Act and other applicable laws, you can access (and where necessary seek correction of) your personal information held by Altaira and complain if you consider Altaira has breached its privacy obligations.

Billing

From the Standards for Physiotherapy Practices: - Clients should be given advance information about consultation costs and billing systems including acceptable methods of payment, discounts that may apply, and the costs incurred for late cancellations or failure to attend appointments. Standard information such as this can be provided in a variety of formats such as a client information sheet, a brochure or a notice at reception.

- Clients covered by a third party compensable body should be given information that clarifies whether the service is bulk-billed by the practitioner; whether the client needs to pay up-front and then claim a

RISK CLASSIFICATION: INTERNAL			
Document Name	Allied Health Informed Consent Policy	Authorised by	Director
Document Group	Policy	Version No	2
Document Number	QMSP038	Issue Date	30/11/2025

ALLIED HEALTH INFORMED CONSENT POLICY

rebate from the third party payer; whether a gap payment applies and who is responsible for the costs of healthcare provided by the practice if the claim is denied.

- The policy should indicate whether contact by email or telephone is deemed to be a consultation for which a fee is payable. If so, the consultation should be listed as a service on the practice service and fee schedule.

Your Rights

You have the right to:

- receive respectful care and not be discriminated against on the basis of your age, gender, ethnicity, beliefs, sexual preference or health status
- physical privacy
- see the physiotherapist of your choice
- obtain a second opinion
- refuse an intervention provide feedback or make a complaint.

Client Responsibilities

For the best possible health outcome for you, please provide the clinical team with all relevant information about your presenting condition as well as any other relevant information about your health. Please treat practice staff and other clients with respect, observe practice policies including the practice fee schedule, and communicate your needs, expectations and concerns in a timely manner.

Assistance Outside of a Booked Appointment You can contact your treating physiotherapist (or another physiotherapist in the practice) outside of a booked appointment, but within standard practice hours by calling (08) 8344 6400. Standard practice hours are 9am to 4.30pm.

For any feedback/concerns, please call Altaira on (08) 8344 6400 or email info@altaira.com.au

RISK CLASSIFICATION: INTERNAL			
Document Name	Allied Health Informed Consent Policy	Authorised by	Director
Document Group	Policy	Version No	2
Document Number	QMSP038	Issue Date	30/11/2025