



Some information before your first visit

When you attend your first appointment with one of us at Ninesprings Natural Health Centre it might help you to be prepared to know

- To bring with you a note of any medications (or the medications themselves) either prescribed or over the counter including any homoeopathic or herbal remedies you are using. It will aid in assessing your condition and in reaching a correct diagnosis.
- On the first visit we will take a detailed case history including a full medical history. Then, depending on the location of the problem we will usually want to make a full examination of the spine or the region where there is pain. This may involve undressing to your underwear or you can wear shorts and a tee shirt if you prefer. A gown can be provided if you wish. You are welcome to bring a friend or relative with you into the treatment room if it makes you feel more comfortable. Please note that the case history taking and examination will take up most of the time on the first visit.
- At the end of the first consultation/examination a detailed explanation of the diagnosis and proposed treatment will be given to you. Please do not hesitate to ask any questions about anything that you do not understand about the proposed treatment.
- The current fees are £45 per visit which will normally last approx 45 minutes. However, please note that these appointment lengths may vary as some conditions need extra time and some require less time. The important point to remember is that your osteopath aims to achieve the maximum benefit for your condition during each treatment session and the fee reflects your osteopath's experience and decision on each occasion.
- If you are insured you are expected to settle the bill for each visit yourself. You will be given a receipt so that you can reclaim the fee from your insurance company. Payment can be by cheque, cash or credit/debit card.
- If for any reason you decide not to take up this appointment, please call as soon as possible to cancel, we may have other patients waiting for an appointment. If you cancel with less than 24 hours' notice, then the clinic's policy is to charge £20.