



Rugby Osteopathic Centre Information Booklet (V4): What to expect during your first appointment

Thank you for booking an appointment with our practice. We know that attending your first appointment with an osteopath can be a little disconcerting to begin with. The following fact sheets has been developed to explain exactly what to expect and answer some of the questions you might have. If you have any other concerns, please contact the practice by phone prior to attending your first appointment.

Please can you read this information booklet in preparation for your appointment as we will ask you to sign a consent form to give your consent to us examining you at your initial consultation.

You are welcome to bring someone with you for all or part of your consultation. Children should always be accompanied by a parent or guardian. If you have any other questions, ask your osteopath.

Case History Taking



At the start of your first session, your osteopath will ask you to tell them about your problem. They will ask questions about your full medical history and lifestyle as well as your symptoms. This is very important as it will help them to make an accurate diagnosis and suggest appropriate treatment. They will write down what you say in your records. These will be kept confidential in compliance with the Data Protection Act 1998. If you wish you may, in writing, request a copy of these notes. We will also take a note of your contact details including your email address. We will use these details to communicate with you for appointments, contacting you on matters relating to your treatment e.g. exercises, Rugby Osteopathic newsletters and practice news. If you would prefer us not to use your email address for any of the above please let reception know.

Please also bring with you a note of any medications (or the medications themselves) either prescribed or over the counter including any homeopathic remedies you are using, it will aid in assessing your condition and in reaching a correct diagnosis.



Examination (Photo General Osteopathic Council) The osteopath will need to examine the area(s) of your body causing discomfort. Sometimes the cause of the problem may be in a different area to the pain, (For example, a difference in leg length may result in

compensations in the upper back which might result in neck pain) so they are likely to need to examine your whole body. They will need to feel for tightness in the muscles and stiffness in the joints and will need to touch these areas to identify problems. They will explain what they are doing as they go along. If you are uncomfortable with any part of this, you have the right to ask them to stop at any stage without prejudicing your future treatment.

In order to examine you most effectively, it is probable that your osteopath will ask you to remove some clothing as appropriate for the condition, which might mean undressing down to your underwear. Alternatively, if you are not comfortable with this you can wear light weight clothing or shorts and a tee shirt as it is important that you feel at ease. Towels are also provided in each treatment room.

Discussion



At the end of the examination your osteopath will discuss with you their findings and their current diagnosis. They will suggest a course of treatment, if appropriate, which may require several visits. They may be able to give you an estimate of how often they need to see you and any associated costs by the end of the first session. They will ask for your permission to provide treatment. You do not need to decide on the first consultation and can go without any treatment on the first visit and rebook for a follow up treatment if you decide to proceed. Please do not hesitate to ask any questions about anything you do not understand or would like clarifying. Different problems will need different amounts and

type of treatment depending on you as an individual i.e. age, state of health etc. Our aim is to get you better as quickly and as safely as possible.

Treatment



Please note that the case history taking and examination may take up most of the time on your first visit but usually there is time to begin your treatment at your first appointment. Sometimes we may require further tests before starting treatment such as blood tests or scans. If this is the case we will discuss this in detail with you at the time. Occasionally we may diagnose an illness that we are unable to treat and may suggest that you consult your GP or another appropriate health professional.



Having any physical therapy treatment/ examination whether for preventative care, rehabilitation, or managing a recent acute condition, will involve some hands-on treatment. Osteopathic treatment as with all medical or health treatment often leads to temporary side effects. No two treatments are the same and your osteopath will be constantly re-examining you and re-evaluating the best techniques/treatment to give to you.

Your osteopath will choose techniques/ treatment plan using his/her professional judgement bearing in mind your injury, age and general state of health to minimise any side effects. Some techniques will not be appropriate for some people so will not be used. The most common effect of treatment is that your symptoms improve. It is also common to feel a little stiff or sore the next day after treatment/examination; this usually

lasts 24-48 hours. Most people describe this as like 'post exercise soreness'. It is also common to feel tired, have a temporary headache or feel light headed. In addition, there may be a temporary reaction to treatment such as an exaggeration of the presenting complaint or other area, redness, swelling, aching.

It is helpful always to let your osteopath know what you are feeling during the examination/treatment so that this can be modified if necessary to minimise possible side effects.

Cost of Consultation and Payment

The current fees with the **Principal Osteopaths** are;



	New Patient	Existing Patient
Adam Sheridan	£65.00	£50.00
Joanne Sheridan	£65.00	£50.00
Child under 18	£55.00	£45.00

Osteopath fees;

Alicia Poole	£56.00	£46.00
Stephanie Lawton	£56.00	£46.00
Children under 18	£49.00	£39.00

Senior Osteopath fees;

Liam Halton	£60.00	£48.00
Child under 18	£53.00	£43.00

Your first visit which will normally last approximately 45 minutes to an hour and subsequent visits will normally last 25-30 minutes. Please note that these appointment lengths may vary as some conditions need less time and some more time. The crucial point to remember is that your osteopath aims to achieve the maximum benefit for your condition during each treatment session and the time used reflects your osteopath's professional decision on each occasion as to what is best for you.

Payment can be made by cheque, cash or credit/debit card.

If you are **insured** you are expected to settle the bill for each visit yourself .

Appointment Cancellations

If for any reason you decide not to take up this appointment or any future appointments booked, please call as soon as possible to cancel as we can then give the appointment slot to another patient. If you cancel with less than 24 hours' notice, then the clinic's policy is to charge 50% of the first missed appointments fee and 100% of

the second missed appointments fee. If a patient repeatedly fails to give 24 hours' notice of cancellation they may be required to pre-pay the full consultation charge which would be non-refundable for any future appointments.

The practice is located at 69 Albert St. There is metered parking on the street or the John Barford car park located on James Street (for appointments ending before 6.30pm as the car park closes at 7pm). The clinic is within a 5-10-minute walk from Rugby central shopping area and the train station. For SATNAV users, the postcode is CV21 2SN.

Please use the following link to see our map:

http://maps.google.co.uk/maps?f=q&source=s_q&hl=en&geocode=&q=cv212sn&sl=53.800651,-4.064941&ssp=10.862618,28.125&ie=UTF8&ll=52.376333,-1.258192&spn=0.010951,0.027466&z=15&iwloc=addr

Our ethos at The Rugby Osteopathic Centre is to give you the highest standard of Osteopathic care that we can in a friendly, safe environment and to help you to get better as quickly and as safely as possible. (Please see our testimonials on our website) .If you ever have any feedback or concerns about your experience at the practice please initially contact the practice principal (Adam or Joanne Sheridan) or the Practice Manager (Hayley Craig) either in person, by phone or in an email (reception@rugbyosteopaths.co.uk) or by letter. Our full procedure is displayed in reception and available on request.

We will look forward to meeting you.