Ascenti Physio: Patient Terms & Conditions (T&C's)

PART 1: CORE PATIENT T&C'

KEY THINGS TO KNOW

- Please attend your appointment on time.
- If you need to cancel or rearrange, please tell us as soon as possible, with a minimum of 24 hours' notice. You may be charged if you miss an appointment or cancel too late.
- If an insurer, employer, solicitor or other organisation is paying for your care, you may still need to pay anything they do not cover.
- Your clinician will explain your care and answer your questions.
- Digital tools may support your treatment, but they do not replace clinical judgement.

ABOUT THESE TERMS

These Terms & Conditions govern the provision of healthcare, rehabilitation, wellbeing and digital health services by Cortera Health Group.
They apply unless separate service-specific terms are expressly provided.

WHO WE ARE

Cortera Health Group ("Cortera", "we", "our" or "us") provides healthcare, rehabilitation, physiotherapy, digital health, wellbeing and related services through its businesses, including:

- Ascenti Physio and Ascenti Health
- Six Physio
- Reach Health Technologies

OUR COMMITMENT TO YOU

We aim to:

- Deliver services with reasonable care and skill.
- Follow accepted clinical standards and professional guidance.
- Ensure treatment is delivered by appropriately qualified professionals, and that clinicians maintain appropriate registration and qualifications.
- Protect your privacy and personal information.
- Communicate clearly about your appointments and treatment.
- Maintain accurate clinical records.

We cannot guarantee clinical outcomes or recovery. Healthcare outcomes cannot be guaranteed and recovery times vary between individuals. Existing evidence, your condition, engagement with treatment and personal circumstances may all affect outcomes.

YOUR RESPONSIBILITIES

You must:

- Provide accurate information about your symptoms and medical history, and tell us about changes to your condition: failure to provide important information may affect our ability to provide safe and effective care
- Attend appointments on time.
- Follow treatment advice where appropriate.
- Follow reasonable safety instructions.
- Treat our colleagues and clinicians respectfully: we may suspend or terminate services where behaviour is abusive, threatening or unsafe.

CONTRACT FORMATION

A contract is formed when:

- We confirm an appointment or service; and
- You attend, access or receive that service.

These terms apply to all subsequent appointments and services unless replaced by updated terms.

APPOINTMENTS

Appointments may be delivered:

- Face-to-face
- By video consultation
- By telephone
- Through approved digital health platforms

We may rearrange appointments where operational, safety, technology or staffing issues arise.

CANCELLATIONS & MISSED APPOINTMENTS

If you cannot attend an appointment, please notify us as soon as possible.
Unless otherwise stated in your funding schedule:

- At least 24 hours' notice is required to cancel or rearrange an appointment.
- Late cancellations or missed appointments may incur a charge.
- Charges may also apply if you repeatedly fail to attend appointments.

We will always consider exceptional and evidencable circumstances such as serious illness, bereavement or emergency hospital admission.

WHO PAYS FOR YOUR CARE

Payment responsibilities depend upon your funding route and are described in part 2 of this document.

In summary: who pays depends on how you were referred to us. If you are paying for yourself, you are responsible for the cost of your appointments. If your insurer, employer, solicitor or another organisation is paying, we will usually bill them directly.

You may still need to pay for anything they do not cover, such as an insurance excess, shortfalls, treatment outside authorisation or policy, cancelled appointments, missed appointments or services outside your agreed funding.

If funding is refused, withdrawn or does not cover the full cost, you will be liable to pay the outstanding amount.

In certain instances, we may take credit card details upfront with a 'zero charge': any charges subsequently made to this card will be communicated to you and will only be taken once the party funding your care has confirmed the correct amount. This is most commonly the case with any excess payments related to insurance funded care, and these will be taken – if relevant – after your course of treatment has concluded and you have been discharged.

USE OF CLINICAL DOCUMENTATION TECHNOLOGY

To support safe, efficient and accurate healthcare services, we use approved AI-assisted clinical documentation technologies, including Heidi Health ('Heidi'). This is the same technology that is used in many NHS Trusts in the UK.

The purpose of using this technology is to improve the quality and consistency of clinical records, reduce administrative burden on clinicians, allow clinicians to spend more time focused on patient care, and provide greater insight and understanding into longitudinal clinical trends and how treatment methods and quality can be improved.

The tech may help prepare draft consultation notes, referral letters, treatment summaries or other clinical records based on information discussed during an appointment.

It does not replace the clinician. It does not diagnose, prescribe, make treatment recommendations or make clinical decisions. It will not be utilised for decision making: this remains the accountability of the qualified clinician.

Where this tech is used:

- No audio recording is stored
- A real-time transcription will be captured to support note creation
- Your clinician remains fully responsible for reviewing, editing and approving all clinical records.
- Heidi does not diagnose, prescribe or make clinical decisions.
- Treatment decisions remain solely the responsibility of qualified healthcare professionals.
- The documentation and transcription may be used to support quality and incident management reviews.
- Your information is handled in accordance with UK data protection legislation and our Privacy Notice.

DIGITAL HEALTH & REACH SERVICES

As part of your care we may provide:

- Exercise programmes
- Patient portals
- Remote monitoring
- Messaging functionality
- Video consultations
- Digital rehabilitation services
- Reach Health Technologies products and services

Digital services may include:

- Reach platforms
- Mobile applications

- Remote rehabilitation services
- Virtual consultations
- Patient portals
- Secure messaging systems
- Digital exercise programmes
- Remote monitoring functionality

Digital services are intended to complement professional healthcare services and may not be appropriate for all conditions. Certain urgent or complex conditions may require face-to-face assessment. If urgent medical attention is required, you should contact 999, NHS 111, your GP or another appropriate healthcare provider.

The Reach platform includes remote assessment, exercise, progress tracking and communication functions. These services are intended to supplement the care pathway and are governed by healthcare and digital service terms.

HOW WE WILL COMMUNICATE WITH YOU

We may communicate by:

- Telephone
- SMS
- Email
- Patient portals
- Mobile applications
- Push notifications
- Other electronic communication channels
- Post

Communications may relate to:

- Appointments
- Treatment plans
- Exercise programmes
- Clinical updates
- Patient safety
- Service changes
- Surveys and feedback requests
- Educational healthcare content related to your treatment
- Relevant healthcare products and services provided by us or by your own insurer (if you are referred to us by an insurer). These may include:
    - Physiotherapy
    - Rehabilitation
    - Occupational health
    - Diagnostics
    - Health coaching
    - Digital health services

- Wellbeing services
- Specialist healthcare services
- Healthcare related benefits available to you via your insurance policy

You may opt out of these communications at any time.
Clinical and service-related communications necessary for your care will still be provided.

GROUP DATA SHARING

To support delivery of healthcare services, you agree that information about you may be shared between companies within the Cortera Health Group where reasonably necessary for:

- Provision of treatment.
- Continuity of care.
- Clinical governance.
- Patient safety.
- Regulatory requirements.
- Administration and billing.
- Service improvement and quality assurance.
- Digital health services.
- Aggregated trends across anonymised patient data to improve clinical practice

Information will only be shared on a need-to-know basis and in accordance with applicable data protection laws.

YOUR PRIVACY

We use your information to:

- Provide healthcare services.
- Manage treatment.
- Maintain records.
- Comply with legal and regulatory obligations.
- Improve service quality and patient outcomes.

We process personal information in accordance with:

- UK GDPR
- Data Protection Act 2018
- Common law confidentiality obligations
- Professional and regulatory obligations

Further details are set out in our Privacy notice | Ascenti, which forms part of these Terms.

QUESTIONS OR COMPLAINTS

If you are unhappy with any aspect of your care, please contact us and we will investigate your concerns promptly. Formal complaints will be managed in accordance with our complaints procedure and applicable professional standards .

Our team can be contacted in the following ways:

- Online: Via our online Feedback Form & live chat function
- By post: Ascenti, Carnac House, Cams Hall Estate, Fareham, PO16 8UZ
- By email: contact@ascenti.co.uk
- By phone: 0330 678 0850

LIABILITY

Nothing in these terms limits any rights that cannot legally be excluded.
Where permitted by law, our liability is limited to reasonably foreseeable losses arising from a failure to exercise reasonable care and skill.

CHANGES TO TERMS

We may update these Terms from time to time.
Updated versions will apply following publication and reasonable notice where required.

GOVERNING LAW

These Terms are governed by the laws of England and Wales, subject to any mandatory rights available within the UK jurisdictions in which you reside.

PART 2: TERMS & CONDITIONS RELATED TO HOW YOU ARE REFERRED TO US FOR TREATMENT

SELF-PAY PATIENTS

- Patients are responsible for all fees.
- Payment is due in accordance with booking terms.
- Valid payment method may be required at booking.
- Late cancellations and missed appointments may be charged.

PRIVATE MEDICAL INSURANCE (PMI)

- We will normally seek payment from your insurer.
- You remain responsible for:
  - Policy excesses;
  - Co-payments;
  - Non-authorised services;
  - Services outside policy limits
- You are responsible for ensuring appropriate authorisation is obtained from your insurer before making a referral to Ascenti

EMPLOYER-FUNDED SERVICES

- Fees will normally be invoiced to your employer.
- You remain responsible for charges arising outside authorised services.
- Where your employer funds your care, we may share limited relevant information with them where needed to manage your referral, authorisation, attendance, reporting or payment
- We will only share detailed clinical information where there is a lawful basis to do so and this has been explained to you where appropriate.

NHS FUNDED SERVICES

- Fees will be settled between us and the relevant NHS Health Board/Trust.
- You are responsible for charges for services that you choose in addition or separate to your NHS referral.

CASH PLAN & MEMBERSHIP SCHEMES

- Fees may be paid by the relevant cash plan or membership provider.
- Any excess, excluded service or additional treatment remains your responsibility.
- Scheme-specific rules may apply to eligibility, appointments and funding.

MEDICO-LEGAL CASES

- Medico-legal cases referred by an insurer, solicitor or agency may have different payment terms.

- The referrer will usually pay for treatment. However, if a solicitor-led claim is unsuccessful or withdrawn, you may be responsible for paying us directly for any treatment you have received.
- Any excluded services or additional treatment remain your responsibility.
- If no third party has agreed to pre-fund your treatment, you are responsible for our fees.
- If a third party has agreed to pre-fund treatment, we will seek reimbursement of our fees from them.

DIGITAL & REACH SERVICES

Where you use Reach Health Technologies or related digital services/products:

- Additional digital service terms may apply.
- Services are designed for UK users.
- Digital treatment programmes require accurate information from users.
- Digital services are not emergency medical services.
- Emergency symptoms should be directed to NHS 111, a GP or emergency services.