



Willis Street Physiotherapy

Client Information Guide

**Willis Street
Physiotherapy**



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Level 9, Findex House
57 Willis Street, Wellington 6011
(Same day appointments usually
available. Central City, opposite
Wellington Central Library).

Phone: 0800 842 749
Text: 027 774 9746
hello@wsmgroup.co.nz
www.wsmgroup.co.nz



Working together -
Te mahi tahi

NAU MAI HAERE MAI WELCOME TO WILLIS STREET PHYSIOTHERAPY

Within this guide you will find useful information about our clinic and the service that we deliver. We encourage you to visit our website (www.wsmgroup.co.nz) for further information about our clinicians and all the services we offer.

Our website is continually updated, and we invite you to subscribe to our e-newsletters enabling you to remain current with what is going on in the clinic.

Follow us on Facebook or Instagram to keep up with the latest team updates and clinical tips and tricks

- www.facebook.com/thewsmgroup
- www.instagram.com/thewsmgroup

Take a business card from the front desk; the cards have our web address, and you will find links on our homepage to all our other sites / pages.

We also have clinics at the following locations:

- Wellington Sports Med
- Healthfit Collective Wellington
- Wellington College (for Students and faculty)
- Scots College (for Students and faculty)
- Victoria University (Kelburn Campus)
- Fraser Park
- Royal New Zealand Police College (Restricted site)
- Physiospot, Greytown

More information on our clinics can be found at www.wsmgroup.co.nz/locations

OUR PHILOSOPHY

We are a team of dedicated Allied Health Professionals that provide a comprehensive service enabling thorough assessment and treatments to enhance your return to function, sport, and work. We do this by using a range of treatment techniques to promote healing, increase strength, mobility, and function. We will also give you advice to manage your pain so you can achieve optimal health and wellbeing.

Our approach is to assess and to work with you, and your whānau as appropriate, to provide an appropriate treatment plan that is both specific and achievable for your needs.

Our vision is to be a leader in providing equitable, accessible, and deliverable physiotherapy and rehabilitation services in the Wellington region. Our goal is to develop and provide a unique and innovative service that ensures all clients get the best possible assessment, treatment, and customer experience.

CLINIC INFORMATION:

Clinic hours of operation: Monday – Friday 8am – 5pm

If you need urgent medical assistance out of hours, telephone your GP surgery who will advise you of your nearest emergency medical clinic. If your GP clinic is closed, you can call **Healthline** on **0800 611 116**. Healthline is available 24 hours a day, 7 days a week, and can provide free advice and direct you to the most appropriate healthcare service, including your nearest after-hours medical clinic if needed.

SITES WITH NO ADMINISTRATION

At our satellite clinics, there is no reception present. When you arrive for your appointment just take a seat in the waiting area and your clinician will come out and greet you for your appointment.

At some of these sites we have mobile EFTPOS machines where the clinician will be able to take your payment. If there is no machine present, our administration team will send you an invoice to be paid online.

FEES AND METHODS OF PAYMENT:

All of our fees are outlined on our [website](#). If you have any questions about the fees, please speak to our administration team.

Willis Street Physiotherapy has a 'pay as you go' policy and payment will be expected at the end of each session. We accept Eftpos, Mastercard, and Visa.

DISABLED ACCESS

The clinic has full disabled access. There is flat access to the lift from the street. There is then flat access from the lift into the clinic and bathrooms.

TOILET ACCESS

We have male and female toilets in this building in the stairwells. Access cards and instructions are at reception.

If you need accessible or gender-neutral bathrooms, the closest available are in the Wellington Library just over the road on Victoria Street.

EVACUATION

In case of emergencies the building alarm will sound. Walk to the stairwell immediately, not stopping to gather personal items. Please do not use the lifts. Meet at the assembly area on Victoria Street as directed by your staff member and remain there until wardens give the OK to re-enter. If you need assistance with your mobility our staff will support you with this.

EARTHQUAKE

During an earthquake, people should crouch into turtle position and then follow the directions from the onsite fire warden. The meeting area is on Victoria Street for any evacuation.

QUICK REFERENCE TO EMERGENCY PROCEDURES IF YOU DISCOVER FIRE

1. ACTIVATE the nearest manual fire alarm call point
2. CALL the New Zealand Fire Service – 111. CONFIRM nature of emergency, location and building address: WSP, Level 9 Findex House, 57 Willis Street, te Aro, Wellington.
3. EVACUATE the building via the nearest fire exit
4. ASSEMBLE in the nearest designated assembly area

IF THE FIRE ALARM SOUNDS

1. EVACUATE the building via the nearest fire exit
2. ASSIST persons with disabilities to evacuate only after the floors above have been evacuated and the stairs are clear
3. FOLLOW instructions from Wardens
4. ASSEMBLE in the nearest designated assembly area
5. DO follow fire exit signs.

DO NOT use lifts DO NOT carry food and drink DO NOT re-enter the building until the Chief Warden and/or the Fire Service advise that it is safe to do so.

The silencing of the fire alarm is not an indication that it is safe to re-enter the building. During an evacuation if the fire alarm stops sounding – continue to evacuate the building.

EARTHQUAKE or BOMB THREAT

Remain in the building – it is safer. Move away from windows and heavy equipment. Shelter under solid furniture and hold on. Fire alarms may sound due to earthquake – await instructions before evacuating. If fire breaks out, attempt to extinguish if safe to do so. If evacuation is necessary, alert other building occupants. Follow instructions from Wardens, Security and Police. If an evacuation is necessary, evacuation will be by word of mouth, when evacuating take personal belongings with you.

Exit doors are not to be locked, barred or blocked. Fire-stop and smoke-control doors are to be closed at all times. Fire exits are to be kept clear of obstacles at all times. Flammable materials are not to be stored near or within fire exit ways.

MEDICAL INFORMATION:

MEDICAL CONDITIONS

Please inform your clinician if you have any health issues or take any medications.

Some treatments are considered hazardous if you have certain medical conditions. Please inform your clinician if any of the following applies to you: Pacemaker, Artificial implants, Diabetes, high blood pressure, hearing aid, pregnancy, HIV, Hepatitis, allergies or allergic reactions, recent fractures, corticosteroids, anticoagulants, recent surgery, bone disease.

PREGNANCY

Pregnancy involves vast changes in a women's body which can affect the assessment and treatment that is recommended for you. Please always discuss your pregnancy with your clinician as there are considerations for the various stages of pregnancy. Your clinician will consider and discuss their recommendations and ensure that the benefits of the treatment outweighs any possible side effects.

YOUR RIGHTS:

HEALTH AND DISABILITY COMMISSIONER CODE OF RIGHTS

When you use a health or disability service in New Zealand, you have the protection of a code of rights. The code can be located [here](#) and we also have paper copies available at the clinic

INFORMED CONSENT

We have a consent policy which is followed by all our staff. Ahead of your appointment, we will ask you to complete our consent form. If you have any problems completing this or have any questions, please let us know.

During your consultation, your clinician will fully inform you of their findings as well as the assessment and treatment that they recommend. If at any time you have any questions or do not feel that they have fully explained their recommendations to you, please let them know. You have the right to decline treatment and to discuss alternative options with your clinician.

WHĀNAU

Some clients may wish their whānau to be present at the session and we have large rooms available to accommodate this. Please contact the clinic ahead of your appointment to let us know if you will be bringing your whānau and we will arrange a suitable room. If we do not have a suitable room available at the time of your appointment, we can give you the option of rescheduling to a different time.

GOWNS AND DRAPING

We believe you should always feel comfortable during your appointment. We encourage you to bring along your own shorts and a singlet top. These garments allow us to see the parts of your body that need to be assessed and treated, without making you feel exposed. We do have shorts available for you to wear if you are not able to bring your own with you, as well as towels for draping over you.

There may be times when the clinician needs to access areas that are difficult to drape. Please inform your clinician if you feel uncomfortable and to provide another option. You always have the right to say no and decline treatment.

INTERPRETERS

As a client you have the right to have an interpreter. Please ask the receptionist or a staff member for more information. There may be an associated cost with this service.

CHAPERONE / SUPPORT PERSON

You have the right to request the presence of a chaperone/s during assessment and treatment. If you have a support person in mind, please let the receptionist know and we will do our best to accommodate this.

Please note that the clinician has the right to decline a chaperone being present if they feel that safety may be compromised, or another consumer's rights may be unreasonably infringed.

SUGGESTIONS AND COMPLAINTS

Willis Street Physiotherapy Limited appreciates that you are our client. As part of our continuing service improvement we invite you to provide feedback and make suggestions. This can be in many forms including via email to wspclinic@wsmgroun.co.nz or if you wish to email the managing director you can contact Amy Black, email: amy.b@wsmgroun.co.nz

If you are unhappy with any part of the service, it is your right to report a complaint and we will endeavour to deal with it in a professional, sensitive and timely manner. Complaints about the assessment and/ or treatment provided will be investigated by our clinical director, with the involvement of the Physiotherapy New Zealand Society if deemed necessary.

If you do not feel we have been able to resolve your complaint to your satisfaction you can escalate to the Health and Disability Commissioner. We will give you full details of how to do this if the complaint reaches this stage. Leaflets outlining your rights are available for you to take away and the code of rights is displayed in the reception area.

SECOND OPINIONS

When you are accessing a health service, you always have the right to a second opinion.

If you are dissatisfied with the diagnosis given by your clinician or are unhappy with the assessment and /or treatment you can ask for another opinion. You and your clinician will discuss whether a different clinician or a referral to a specialist is the best option.

With complex cases, the clinicians may ask each other for a quick second opinion within the appointment, as we have clinicians with extensive knowledge in various clinical areas. These

discussions usually take no more than 5 minutes. We appreciate your patience if your clinician is called away or running late because of their urgent support being needed.

In some circumstances your clinician may feel it is appropriate for you to be seen by a colleague. If this is so, they will recommend you make an appointment with that clinician. This will be an extended (40 minute) appointment, giving the clinician time to thoroughly review your history, assessment findings and treatment to date. You will only be charged a normal follow-up fee for the extended appointment.

CONTACT US

If you have any questions or concerns, please contact us and we will be happy to help.

Ngā manaakitanga,
The team at WSM Group.