

General Policies

DISCLAIMER

Welcome!

This website, www.sunandsoulnaturopathy.com.au contains the terms and conditions applicable to Sun and Soul Naturopathy, its naturopath practitioner Kristie Moyle and any information shared including this website. Please take the time to familiarise yourself with these prior to making a booking.

The business 'Sun and Soul Naturopathy' is owned and operated by Kristie Moyle – Bachelor of Health Science (Naturopathy). ABN: 82 877 603 172 Kristie is a registered member of the Australia Traditional Medicine Society.

By choosing to browse this website, read the content contained within, book a service, attend a service or purchase a product - you are agreeing that you are a minimum of 18 years of age and agree to be bound by the terms and conditions of Sun and Soul Naturopathy. If you do not agree to these, you should not continue to browse this website or utilise any services or products from Sun and Soul Naturopathy.

The information provided at www.sunandsoulnaturopathy.com.au and by its practitioners is designed to support individuals in their health journey through education and suggestions. We do not claim to diagnose or treat any health or medical condition and it is in no way intended to replace individualised medical advice. Please consult with your relevant health or medical professional as relevant. If you have further questions, you are welcome to contact me by email at info@sunandsoulnaturopathy.com.au

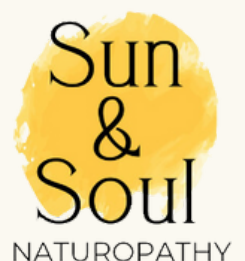
CODE OF CONDUCT

Practitioners practicing outside of the regulation of AHPRA (Australian Health Practitioner's Regulation Agency) are bound by the 'Code of Conduct for Certain Health Care Workers'. This can be found here.

https://www.hcsc.sa.gov.au/wp-content/uploads/2019/03/19_03_1820Code20of20Conduct20New.pdf

Feedback and complaints can be sent via email at

info@sunandsoulnaturopathy.com.au and will be handled professionally and confidentially. Clients can expect an initial response within 1 business week where possible.



INFORMED CONSENT

All practitioners at Sun and Soul Naturopathy obtain informed consent from clients prior to and during appointments as necessary. Consent can be withdrawn at any time. More information is provided below in the 'Important Information' section.

CLIENT INTAKE FORMS

We ask that Client Intake Forms are completed and sent back to the practitioner a minimum of 48 hours prior to appointment time. This allows time for the practitioner to read through the form and prepare for the consult. If intake forms haven't been completed, the process will need to be completed within the allocated session time, reducing the amount of time for the initial consult to take place.

Client Intake Forms can be completed by clicking on the relevant link in the confirmation booking email. Follow the steps to complete and send.

BOOKING AND PAYMENTS TERMS

Bookings can be made online or over the phone. All prices and payments are in Australian Dollars (\$AUD). Online booking payments are to be made at the time of booking. Any bookings made over the phone will need to be paid within 24 hours of receiving the invoice for the booking to remain in the system.

Any additional costs for prescriptions or testing will need to be received prior to these products and services being sent to the client.

Third party partners are utilised in the booking process to make online payments or direct transfer into Sun and Soul Naturopathy bank account. These parties may retain personal information such as but not limited to name, contact details and credit/debit card number and details.

RESCHEDULING AND CANCELLATION POLICY

At Sun and Soul Naturopathy, we respect client time and understand the balancing act of attending appointments. We also ask that in return our time is valued and as such we do request that as much notice as possible is given if an appointment is needed to be rescheduled or cancelled. This allows these appointments to be given to others whom are waiting and allows practitioners to plan their days accordingly.



Appointments can be rescheduled up to 48 hours before the time of appointment with no fee. This can be done by clicking the rescheduling link in the booking confirmation email generated through Simple Clinic or alternatively by contacting Sun and Soul Naturopathy at info@sunandsoulnaturopathy.com.au. Appointments can be cancelled up to 48 hours before the time of the appointment without incurring a fee.

All online bookings require 100% upfront payment. Cancellations made prior to 48 hours will not incur a charge and the full fee will be refunded to you. Missed appointments or cancellations made within the 48 hour timeframe will incur a fee as outlined below, therefore the fee will be taken from the payment already made and the remaining will be refunded to you.

Fee structure for missed appointments, rescheduling and cancellations made within 48 hours of appointment time.

Initial Consultation: \$60

Follow Up Consultation: \$60

Review Consultation: \$45

Pathology Analysis: \$40

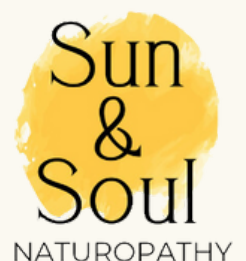
Any client arriving late to an appointment will not have their appointment time extended as this will impact on the remainder of client appointments through the day and the work flow of the practitioner.

In the event that the practitioner is unable to attend an appointment made, notification will be provided as early as possible, and the practitioner takes responsibility for the rescheduling or cancellation of the appointment. No fee will be incurred by the client.

PRICING POLICY

Sun and Soul Naturopathy reserves the right to change pricing without notice. New prices are applicable from the time of publishing.

Any sale prices are only available for the described and detailed time of sale.



TELEHEALTH POLICY

Telehealth consultations are conducted using the PC, laptop, tablet or mobile device of the patient. The link to join the telehealth consult will be in the appointment booking confirmation email. Client must arrive on time and be ready for the appointment to start on time.

Telehealth consults will be carried out utilising either the video conferencing software on the Simple Clinic Platform or Zoom. Both third parties are bound by the collection of health information privacy principles. No other party will be in the room of the practitioner during the consult and all recording of information will be stored according to the privacy policy (see Privacy Policy).

PRACTITIONER RESPONSIBILITIES

Kristie Moyle is a registered naturopath with the Australian Traditional Medicine Society and is bound by the relevant code of ethics. Kristie has obtained the Bachelor of Health Science (Naturopathy) degree as her professional qualification.

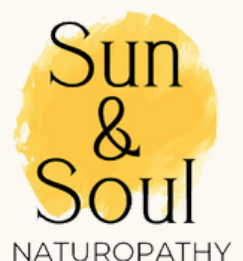
Sun and Soul Naturopathy always aims to provide the highest quality service and prioritises client safety and wellbeing. This means keeping aware of the latest research where possible and providing treatment options most suited to each client. Where there are deemed to be health needs outside of the scope of practice of Sun and Soul Naturopathy, a referral will be made to the most appropriate health care provider.

BEHAVIOUR

Practitioners at Sun and Soul Naturopathy will provide a safe environment free of inappropriate behaviour, including aggression, coercion, disrespect and judgement. In the same right, the expectation for client behaviour is equal. We reserve the right to terminate a consultation immediately if this term is broken by a client and 100% of the fee will be charged.

IMPORTANT INFORMATION (ALSO OUTLINED IN THE CLIENT INTAKE FORM)

Naturopathic medicine includes practices such as lifestyle and other counselling, dietary modification, and health education; the prescription, administration, dispensing, and use of nutritional supplementation, herbal medicines, flower essences and homeopathy; hands-on therapies and hydrotherapy; common diagnostic procedures; and stress reduction techniques and suggestions.



All existing methods of diagnosis and treatment, including naturopathic healthcare, pose some level of risk. Within the general healthcare setting, the possible outcomes of these range from minor to fatal. As with drugs, nutritional/herbal supplements and homeopathic remedies may cause some side effects in sensitive individuals, may interact with prescription medications and other therapeutics, such as, but not limited to, conventional and Chinese medicines or blood tests, or cause symptoms due to pre-existing disease conditions. For safety and quality of care, clients must inform the practitioner of other healthcare they are receiving, including but not limited to herbs, medicines, and drugs that are being taking, and to inform the practitioner of any changes to their health regimen and/or healthcare providers being seen. The herbs, homeopathic medicines and nutritional supplements that the practitioner recommends are considered safe when taken as instructed. Clients agree to follow the prescribed recommendations when taking these therapies, because some may have a higher risk of negative effects when taken in larger doses.

The practitioner is not able to anticipate and explain all potential risks and complications, and will exercise judgment in recommending therapies that are in my best interest, based on available knowledge. Clients have the opportunity to ask questions and discuss with the practitioner relating to: 1) the health condition, 2) the nature, purpose, and potential benefit of the proposed therapies, 3) the material risks inherent in the therapies, 4) the probability of those risks occurring, 5) the likelihood of success, 6) reasonable available alternatives to the proposed therapies, 7) the material risks inherent in such alternatives and the probability of such risks occurring, and 8) the possible consequences if advice is not followed and/or no therapies are undertaken. Clients have the responsibility to indicate when they do not understand the purpose, risks and benefits of a recommended therapy to their satisfaction.

Notice to Pregnant Women: All female patients must alert the practitioner if they know or suspect that they are pregnant or could become pregnant, as some of the therapies used could present a risk to the pregnancy.

Clients are responsible for promptly informing the practitioner if they experience any serious adverse reactions to prescribed therapies, including but not limited to gastrointestinal upset (nausea, gas, stomach ache, vomiting or similar condition), allergic reactions (hives, rashes, tingling of the tongue, headache or similar condition), difficulty breathing, or any unanticipated or unpleasant effects associated with treatment or the herbs or other supplements prescribed by the practitioner. In any event, if an emergency medical condition arises, the client agrees to seek treatment immediately from an emergency department, or by calling 000.