



# KIMBERLEY JONES

occupational therapy

BSc Occ Ther (University of Cape Town)  
Practice number: 0684724

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Dear Valued Client,

We welcome you to our practice and acknowledge the challenges and stressors that you have faced, and likely continue to face resultant of the illness, trauma or impairment that brings you to our practice. **Kimberley Jones | Occupational Therapy** offers outpatient and in-patient Occupational Therapy services, with a special interest in adult neurological and orthopaedic (upper limb) rehabilitation. We pride ourselves in providing high quality, client centred and integrative care to our clients to ultimately improve independence and quality of life. Our practice currently provides out-patient services from our Parktown Practice, as well as home-based therapy services.

Neurological conditions (such as stroke, traumatic brain injury, spinal cord injury and Parkinson's), often result in severe and long-term disability that have profound consequences at a personal, familial and societal level. **Kimberley Jones | Occupational Therapy** aims to support the rehabilitation process, helping those affected adapt to their new way of life. For some, this may mean supporting a hospital discharge, adapting your home, training a caregiver, and sourcing relevant equipment to maximise independence. For others, the focus may be on community activities, daily routine, fatigue management, cognitive function or facilitating return to driving and/ or work. With this being said, all therapy is personalised according to the individual client needs. These needs are established through a thorough initial assessment conducted by one of our Occupational Therapists.

As you prepare for your initial assessment, kindly ensure that you have completed a Client Details form, either on our PDF or our online form, and have read and agreed to our Terms and Conditions.

Thank you for choosing Kimberley Jones | Occupational Therapy to support you during your rehabilitation process.

Warm regards,

Kimberley Jones and the Occupational Therapy team.

## OCCUPATIONAL THERAPY TERMS AND CONDITIONS

### 1. Accounts and Payment

*For a breakdown of our rates, please refer to our Rates and Tariffs document, which will be sent to you in the initial email, and is also available on our website at <https://www.kimberleyjonesot.com>. Please take note of the following:*

- 1.1. Initial assessment costs are payable directly by the client unless otherwise discussed with the practice owner or your treating therapist.
- 1.2. We accept cash, EFT, Snapscan and have YOCO payment facilities.
- 1.3. If authorisation for Occupational Therapy has been given by the funder, **Kimberley Jones | Occupational Therapy** can submit accounts directly to your medical aid on your behalf or, if you prefer, the account to be emailed to you directly. Please note that medical aid authorisation is not guaranteed.
- 1.4. If the account has not been settled by the medical scheme (or should the medical scheme pay the member directly) the account will be sent to you and it will be your responsibility to pay the account.
- 1.5. Every medical aid determines the rate their scheme will reimburse you for the codes we bill. We structure our billing to attempt to assist you to claim the maximum amount (in most cases 100% of our rates) back from your medical aid. However, we cannot take any responsibility for your medical aid reimbursing your claim at a lower rate than the codes we charge. Please note that you will have to pay the full account, even if your scheme does not pay in full.
- 1.6. All accounts are payable within 10 days of the date invoiced.
- 1.7. Invoices are sent electronically via e-mail. It is the duty of the person responsible for the account to check their inbox for invoices. Should the email address that we have on profile as given in the initial signed agreement change, it is the duty of the person responsible for the account to email [admin@kimjonesot.com](mailto:admin@kimjonesot.com) to inform the practice of the change.
- 1.8. We are sensitive to the financial difficulties experienced by our clients, so if you have special circumstances or would like to arrange a payment plan, please contact Kimberley Jones at [info@kimjonesot.com](mailto:info@kimjonesot.com) or 079 261 5238. Until a payment plan is accepted by the parties in writing, the full amount will be due. We further reserve the right to discontinue treatment until the account has been settled and the contract of treatment reinstated.
- 1.9. If an account is over 60 days due, we reserve the right to hand the account over to a debt collecting agency for collection and possible listing. A handover collection fee will be added to the account and any additional collection and legal fees will be for your account.

### 2. Cancellations and Late Arrivals

- 2.1. Should you wish to cancel your appointment, kindly do so **before 08:00** on the day of the appointment by contacting your treating therapist directly or the practice administrator on email: [admin@kimjonesot.com](mailto:admin@kimjonesot.com) / tel: 084 222 1192.
- 2.2. Appointments cancelled after 08:00 on the day of the appointment are considered late cancellations and **will be charged a set rate of R400**; please note that this will be billed directly to the client and is not funded by medical aid.
- 2.3. The therapist will only wait up to 15 minutes post the scheduled appointment time and then assume a missed appointment an charge accordingly.

2.4. If the client arrives late, this session will be charged for in full but only take place for the remainder of the session.

### **3. Medical Aid**

Please take note of the following items regarding communications with the medical aid:

3.1. **Kimberley Jones | Occupational Therapy** shall take responsibility for the following:

- 3.1.1 Submitting accounts to the client's medical aid (with the client's consent as indicated above)
- 3.1.2 Correcting account errors
- 3.1.3 Submitting letters of motivation for authorisation of therapy or equipment to the client's medical aid (please note that a positive outcome is not guaranteed)

3.2. **Kimberley Jones | Occupational Therapy** shall not take responsibility for the following:

- 3.2.1 Negotiating with medical aid when accounts and/or application for authorisations are rejected
- 3.2.2 Following up on pending authorisations
- 3.2.3 Investigating client benefit options

### **4. Treating Therapists**

- 4.1. Should your treating therapist be sick or on leave, another occupational therapist may be allocated to you. This will be communicated to you via email, in person or telephonically prior to your appointment. You have the right to cancel or pause therapy until your treating therapist returns.
- 4.2. Should you have any concerns with your treating therapist, please contact Kimberley Jones via email on [info@kimjonesot.com](mailto:info@kimjonesot.com) to discuss alternative arrangements.
- 4.3. Inappropriate behaviour of any kind towards our therapists is not tolerated. Reported incidents will be investigated. Reoccurring complaints by therapists will lead to termination of our therapeutic services.

### **5. Occupational Therapy Treatment**

- 5.1. **Kimberley Jones | Occupational Therapy** is committed to ensure you receive quality informed therapy. Based on the findings of your assessment, the treating therapist may recommend therapeutic intervention. These recommendations are given in accordance with the discretion, skills and experience of the treating therapist. Information will be provided about the treatment plan and the benefits of therapy prior its commencement. You are not obliged to follow the suggested recommendations.
- 5.2. You have the right to decline treatment.
- 5.3. You have the right to seek second opinion or further investigation.
- 5.4. Please remember that no therapy can guarantee 100% success. The success of therapy is dependent on compliance of the client, co-operation between therapist, patient and care givers; stopping therapy too early or failing to follow through on recommendations made may compromise outcomes of the therapy provided.