



PATIENT INFORMATION

Thank you for choosing Hermes Health Ltd. This leaflet aims to provide you with background to the practice and what you can expect during your visit for osteopathic assessment and/or treatment. Please take a moment to read through the contents.

Your appointment:

To book your appointment online please go to www.hermeshealth.uk. If you are being sent this leaflet this confirms your osteopathic appointment as agreed in our telephone conversation/email correspondence. Please note the following important information:

Bring with you a note of any medications (or the medications themselves) either prescribed or over the counter including any homoeopathic or herbal remedies you are using. It will aid in assessing your condition and in reaching a correct diagnosis.

On the first visit a detailed case history including a full medical history will be taken. Then, depending on the location of the problem in most cases a full examination of the spine and/or the area where you have pain will follow. A fuller explanation is contained in the section "What happens on my visit to the osteopath". This may involve undressing to your underwear or you can wear shorts and a t-shirt if you prefer. A gown can be provided if you wish. You are welcome to bring a friend or relative with you into the treatment room if it makes you feel more comfortable. Please allow up to an hour for the first visit, most of which will be taken up by the case history and examination.

At the end of the first visit/examination a full explanation of the diagnosis and proposed treatment will be given to you. Please do not hesitate to ask any questions about anything that you do not understand about the proposed treatment.

On reaching Templeton House, please use the bell marked "Hermes Health" and following entry to the building take the lift to the third floor. On leaving the lift enter through the door on the left. Please come straight in and take a seat in the reception area. We ask you to switch off your mobile phones.

What is the cost of my osteopathic treatment?

Our current standard fees are £86 for the initial appointment of up to one hour for the consultation and osteopathic examination. Subsequent visits for treatment are charged at £64.5 (30 mins – minimum fee). NB Extended appointments up to 45 minutes cost £96.75 and thereafter £129/hour **pro rata**. Payment can be made by

debit/credit card (preferred) or by cash. An emailed receipt will be provided on request.

Please note we have a **one working day** (minimum 24 hours) cancellation policy otherwise a **100% cancellation fee** will apply. Where an appointment is made less than 24 hours ahead any changes or cancellations must be notified within the first hour otherwise we reserve the right to apply a **full cancellation fee**. For out of hours appointments or out calls please see our fee notice on the “Patient Information” section on our website: www.hermeshealth.uk.

How do I alter/make a further appointment?

Please note 24 hours notice (minimum one working day) is required for any changes. If you have booked online, please cancel you appointment using the online link in the confirmation email. You can then rebook at www.hermeshealth.uk. Alternatively please contact us by phone on 020 7638 3202 or email at osteopathy(AT)hermeshealth.uk . Reception hours are 9 am to 5.30 pm weekdays (10am on Mondays). Appointments are available daily on weekdays (hours vary).

Do you take private health insurance?

Osteopathic treatment with Hermes Health Ltd. is covered by some insurance providers. Please check with your provider that osteopathic treatment is covered under your policy. Some providers require a GP or Consultant referral **prior** to your osteopathic appointments. If osteopathy is covered under your policy, we will normally request payment from you and provide a receipt in respect of each consultation or treatment session. This will provide the means for you to reclaim the fee from your insurance provider.

What happens on my visit to the osteopath?

On your first visit a full case history will be taken to discover the nature and location of your symptoms. We will try to find out why these symptoms have occurred at the present time and what factors are influencing them. We will also ask details about your general medical history and any medication you may be taking.

An integral part of our diagnosis is your osteopathic physical examination. For this you will be asked to undress to your underwear. We will observe your posture from an osteopathic perspective and then ask you to undertake some simple movements. Next we will use our osteopathic palpatory skills (our developed sense of touch) to feel the tissue quality of the symptomatic areas of your body and the areas around them. At this point we may also undertake any necessary orthopaedic, neurological or circulatory tests. Having done this we will then explain our findings to you.

If we consider osteopathic treatment to be of help and you are in agreement we will then proceed with treatment. We will generally begin with a series of manual muscles tests to (re)confirm functional neuromuscular relationships (the normal functioning of your muscular and nervous system). These tests are based on the work of Dr George Goodheart (DC) and form the basis of the evaluation of the “Triad

of Health” the integral functioning of our physical structure, mental well being and chemical factors (eg our nutrition).

You should be aware that osteopathic treatment is literally “hands on” and we will be using our hands to continually diagnose and treat the symptomatic and neighbouring areas. Your safety, comfort and wellbeing are our first priority at all times.

Should there be any need to directly palpate sensitive areas of the body, this will be explained to you and your additional consent sought. Any internal examinations require your explicit written consent and you will be offered the possibility of returning on a future occasion to allow a friend or relative to attend as chaperone.

Osteopaths are primary health care practitioners. If we discover conditions unsuited to osteopathic treatment we will refer you back to your GP (General Practitioner) and encourage you to see them at an early opportunity.

What techniques are used during osteopathic treatment?

Osteopathy encompasses a wide range of techniques. These can broadly be categorised into direct or indirect methods. Osteopathic direct methods commonly involve soft tissue stretch to muscles and ligaments and articulation of joints. Osteopathic soft tissue work reduces muscles tightness (tone) and increases flexibility while articulation moves a joint through its full range of motion. Where joint movement has become restricted a high velocity thrust (HVT) may be used. This sometimes produces a characteristic “click”. Following a high velocity thrust joint motion is increased and the surrounding muscles relax.

Osteopathic indirect methods include gentle release techniques to “strain patterns” that have built up in the connective tissues and membranes. Connective tissue surrounds all our bodily structures. Once the “strain pattern” has been released, the underlying structure is freed to return to its natural alignment. For more information please see our website www.hermeshealth.uk .

Are there any side effects or complications from osteopathic treatment?

Osteopathic treatment is generally relaxing and many patients feel relief following treatment. However, all treatment affects our physiology, our body’s functioning. As with all medical treatments it is important that you are aware of all the potential adverse effects:

Possible SIDE EFFECTS of all osteopathic treatment:

- Tiredness
- Increase in pain or soreness of the areas treated
- Headaches (this may include feelings of “dizziness” or feeling “light headed or faint”)

Possible COMPLICATIONS (1 in 120,000 manipulations from all physical therapy manipulations) using HVT (high velocity thrust) techniques to the upper cervical spine (upper neck):

- Cerebrovascular accident (stroke)
- Spinal cord injury

Possible COMPLICATIONS (1 in 38,000 manipulations from all physical therapy manipulations) using HVT (high velocity thrust) techniques to the lumbar spine (lower back):

- Disc herniation
- Pathologic fracture or dislocation

To give some context, death from surgery to the neck (cervical spine) is currently estimated at 1 in 145 operations and death by road traffic accident in one year in the UK is 1 in 20,000. These high velocity thrust techniques (HVT) are not considered generally suitable for people affected by rheumatoid arthritis, osteoporosis or who are receiving long term steroid treatment.

How can I take care of myself following treatment?

Following osteopathic treatment there is a period during which the body tissues are adjusting to their new state. We advise that you take care of yourself for the remainder of the day. Drink plenty of water and try to be conscious of how you move your body. Sudden movements can sometimes cause them to return to their previous symptomatic state. Pay particular attention to combinations of movement, such as twisting and bending together to avoid this occurring.

As previously mentioned some people can develop soreness in the following 12 - 24 hours. This generally passes within one to two days. If you do become sore, we recommend the placing of an ice pack over the affected area. An ice pack can be bought from pharmacies or a simple but effective one made from a packet of frozen peas wrapped in a tea towel. Place the ice pack over the affected area for around 8-10 minutes at a time, and repeat at one to two hourly intervals.

How many treatments will I require?

This will be discussed with you following your initial appointment. Generally, longer standing complaints will require more treatments.

How can I prevent my symptoms returning?

We are happy to give remedial advice and preventative exercises to help you maintain your health. We can also offer individual Pilates rehabilitation sessions on request. Please do not hesitate to ask for advice both now and in the future.

Ongoing care

Following your course of treatments, we encourage you to return at 3-4 monthly intervals depending on your circumstances. These repeat appointments provide regular “check ups” that allow us to help you with any minor issues that may have arisen without the need for a whole course of treatment. Our aim is to maintain your good health rather than deal with problems after a symptom has occurred. We operate a recall system to advise you of when your next check up is due.

Informing other health professionals about your osteopathic treatment

You may choose to tell your GP or other health professionals details of your osteopathic treatment. With your written consent we can also provide them with copies of your notes.

Your personal records

Hermes Health Ltd. is fully compliant with the General Data Protection Regulation 2018. To view our full privacy statement please visit our website: <https://hermeshealth.uk/patient-information/> . To request access to your records please email osteopathy@hermeshealth.uk with the subject line “data access request”. You will be asked to provide personal identification in line with the requirements set out in the privacy statement.

Comments

At Hermes Health Ltd. we are continually striving to improve the quality of our treatments and services. Your constructive criticism and feedback on our services are always most welcome. Please call us on 020 7638 3202 or send an email to the address below. You can choose to do this anonymously should you prefer.

Complaints

We have a practice complaints procedure in place. Please bring any concerns to our attention at the earliest opportunity. We also have an explanatory leaflet available which explains how the procedure operates.

Finally..... Thank you for your support.

We are a small business with over two thirds of our clients attending on the recommendation of a previous patient. Please help us to continue to grow by letting other friends, family and colleagues know how they might benefit from our osteopathic services.

Templeton House, 33-34 Chiswell Street LONDON EC1Y 4SF
Tel 020 7638 3202 Fax 020 7638 3203 Email osteopathy@hermeshealth.uk

Company Registered in England: 86 High Street CARSHALTON SM5 3AE No : 4644744