



HEALTHYWORK

maximising well-being and productivity

Healthywork Ltd Terms & Conditions: 2017

Any such quotation prepared by Healthywork Ltd and/or Healthywork Ltd Referral Form/referrer email request will be deemed to be an agreement to conduct business services based on the Terms & Conditions below.

1. The services to be provided by Healthywork Ltd are as per the Healthywork Ltd quotation provided or for repeat referrers, as per previous services provided, which are of a similar nature (e.g. repeat Ergonomic Workstation Assessments).
2. Assessment fees and a written quotation are dependent upon whether the referrer requires one type of assessment only, a combination or a total package, including travel costs. Some may be agreed on hourly fees. The fees will be agreed before any assessment occurs or on the basis of previous agreed fees if the work is of a similar nature. The written Quotation will estimate the amount of professional time required in hours/part hours.
3. A record of the actual input required on a piece of work will be maintained by the assessor/Healthywork Ltd. In some cases, such as longer assessments or more complex referrals/packages, the quoted estimation of time to complete the work and thus the fee, may be inaccurate, and thus additional time, may be chargeable. Upon completion, where the estimated time has been exceeded, professional fees are £75/hr or £80/hr depending on the complexity of the input. This additional time will be clearly stated on the invoice and can be discussed with Alison Biggs, at Healthywork to clarify further if required.
4. A Referral Form/letter/email is required before the Healthywork Ltd services are delivered. Therefore referrers should complete a Healthywork Ltd Referral Form electronically/by post or send a suitable covering letter/email to make this a written request to go ahead. Referrers are assumed to be representing the organisation referring, following their completion of such on the Healthywork Ltd Referral Form/ their email address and email signature details.
5. Referrals may require the written consent of the individual client to be assessed prior to the assessment and their consent for the Healthywork Ltd assessor to read any medical records/reports, if applicable. Complete Healthywork Consent form or own paperwork of similar content.
6. If relevant, an Occupational Questionnaire, Job Description and any medical details regarding the individual client to be assessed and the impact of the health condition on their occupation is preferred. Complete the Healthywork Physical Occupational Questionnaire, Psychological/Cognitive Demands Questionnaire and send other relevant documents, such as Job Description, medical information etc. as applicable.
7. Healthywork do not generally contact the GP or other treating medical personnel for medical information, as some information is usually available from the referrer. In the absence of any information, we may consider contacting the GP and an extra charge would be made for performing this and the GP will also charge for sending copies of medical information. We would inform you prior, if we felt further information from the GP was required. The GP fee will be included on the final invoice and an additional fee to read a larger volume (4 + documents/reports) of medical notes/reports would also be chargeable on the final invoice.
8. The assessment may be conducted by Alison Biggs, BSc (Hons) Occupational Therapist since 1993 SROT HCPC or an agreed trained assessor (State Registered Occupational Therapist (SROT) also Health and Care Professions (HCPC) Registered) who is an associate to Healthywork Ltd, with suitable training and experience in the assessment type requested, as available.
9. Notice of cancellation between 48 and 72 hours will result in a 50% assessment fee payment. If less than 48 hours notice is given prior to the assessment time, the full assessment fee will be payable. In other instances, when working on an hourly fee, an anticipated estimate of the assessment time will be made and invoiced accordingly.

10. Travel and assessment expenses incurred will remain chargeable upon cancellation of an assessment at any point after which they have been booked. Re-charging of travel and assessment expenses will also be incurred if the assessment is re-booked for another date.
11. Following the assessment, the referrer receives the report within 3 working days wherever possible, or this may be longer, depending upon the complexity of the report, if the individual client is to review the report initially and/or the gathering of equipment quotes. A final copy is not usually sent to the client assessed unless instructed otherwise.
12. Any comments or queries will be answered following the report. If this entails further assessment or follow up input of more than 15 minutes, additional charges will need to be made.
13. Following assessment the referrer is invoiced for the balance of the fee and any additionally incurred expenses. Payment is due within 30 days of the invoice date.
14. Healthywork will charge statutory late payment interest ((base/reference rate plus 8 per cent) on the invoice amount if it remains unpaid beyond 1 month overdue, under the Late Payment of Commercial Debts (Interest) Act 1998. We will also charge a fixed fee (under late payment legislation) for costs incurred for the recovery of the invoice amount to date.
15. If a dispute or complaint arises regarding Healthywork Ltd, please contact the Director Alison Biggs in writing, by email or post in order to discuss the matter.
16. Healthywork Ltd is governed by the law of England and Wales and is subject to the exclusive jurisdiction of the courts of England and Wales.

Alison Biggs

Healthywork Ltd Director

January 2017