

What if you have concerns?

If you have concerns about your physiotherapist or the treatment you have received, you can discuss them with:

- Your physiotherapist, if you feel comfortable doing that; or
- Physiotherapy New Zealand, the professional body representing physiotherapists; or
- The Physiotherapy Board of New Zealand, the registering authority for physiotherapists; or
- The Health and Disability Commissioner, who promotes and protects your rights and receives all formal complaints against health practitioners.

Contact details

- > Physiotherapy New Zealand
Phone: 04 801 6500
Email: nzsp@physiotherapy.org.nz
www.physiotherapy.org.nz
- > Physiotherapy Board of New Zealand
Phone: 04 471 2610
www.physioboard.org.nz
- > Office of the Health & Disability Commissioner
Free phone: 0800 11 22 33
www.hdc.org.nz

www.physiotherapy.org.nz

Physiotherapy New Zealand

PO Box 27 386, Marion Square
Wellington 6141
Level 5, 195-201 Willis St, Te Aro
Wellington 6011
New Zealand
Phone: +64 4 801 6500
Fax: +64 4 801 5571
Email: nzsp@physiotherapy.org.nz

www.physiotherapy.org.nz

© Physiotherapy New Zealand December 2010



PHYSIOTHERAPY NEW ZEALAND | MOVEMENT FOR LIFE
Kōmiri Aotearoa



YOUR RIGHTS AND
RESPONSIBILITIES
WHEN YOU VISIT A
PHYSIOTHERAPIST.



PHYSIOTHERAPY NEW ZEALAND | MOVEMENT FOR LIFE
Kōmiri Aotearoa

Your physiotherapist respects your right to quality, individual care. This pamphlet explains how we can work together to help you achieve movement for life.



Remember, Physiotherapists are registered health professionals who can lodge an ACC claim for you if you have an injury.

Your rights as a patient, under the Consumer Rights Act

The Code of Health and Disability Services Consumers' Rights spells out your rights.

A copy should be available at your physiotherapy clinic.

You have a right to:

- be treated with care and skill, dignity and respect;
- bring a family member, whanau, friend, caregiver and/or interpreter to your treatment;
- withdraw from your treatment at any stage or seek a second opinion.



Your responsibilities as an active participant in your treatment

Take an active part in your treatment.

Tell your physiotherapist about your medical history and conditions you have now, as well as any changes during treatment, or side effects.

Ask your physiotherapist:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?
- How long will it take?
- How much will it cost?

If you don't understand fully, ask again – as many times as it takes!