

Sacred Heart Girls' College

Physiotherapy Service



Frequently Asked Questions (FAQ)

When is the clinic open?

The physiotherapy clinic operates at Sacred Heart Girls' College on Tuesdays and Fridays between 11:00am – 3:00pm. Occasionally these days may change due to school events or clinician availability.

Where is the Physio Room located?

The clinic room is located next to the Fitness Centre, in the Gym.

Who can be seen?

Only ACC-covered injuries can be treated at the SHGC clinic. This includes injuries caused by a specific incident such as sport, falls, twists or collisions. The physiotherapist can lodge ACC claims during the first appointment as long as the injury occurred from a specific accident or incident.

Non-ACC or private conditions cannot be treated at the school clinic and will need to be seen at the Active Health Waikato main clinic (Thomas Road or Ulster St).

Staff may also be seen for ACC injuries during clinic hours.

Is there a cost to the physio service?

There is no co-payment for students or staff seen at the Sacred Heart clinic for ACC-covered injuries.

If you need to be seen at one of our main clinics the following applies:

- ACC initial appointment at main clinic: No charge
- ACC follow-ups: 20% discounted rate
- Private appointments: 20% discounted rate

If unsure whether an injury is ACC-covered, please phone Active Health Waikato to discuss:

07 853 7096

Existing ACC Claims

If your daughter already has an ACC claim from a GP or other provider, please bring a copy of the ACC form or any related paperwork to the first appointment.

Consent for Treatment

For those aged Under 16 years old, A signed consent form must be completed before the first appointment. Without consent, treatment cannot proceed.

These can be either;

- Completed online (a link will be sent on booking)
- Completed on paper at school - Collected outside the Physio Room, Sports Office, or Student Centre
- Emailed on request
- A phone call to the parent/guardian



Booking Appointments

Bookings can be made online (preferred) via the booking link or QR code, or by phoning Active Health Waikato reception. Please ensure you select Sacred Heart Girls College as the location.

Booking Link:

https://bookingsnz.gensolve.com/active_health_waikato

QR Code:



When booking online:

- Choose Initial Consultation (first appointment for this injury) or Follow Up Consultation
- Select an available time
- Register (first time only) with name, DOB, email and mobile number
- Add notes about the injury
- Confirm booking and await email confirmation
- Alternatively phone: 07 853 7096

Changing or Cancelling Appointments

We send text reminders for all appointments the day prior. Please notify us if your daughter cannot attend. At least 24 hours' notice is preferred.

- Phone: 07 853 7096
- Email: thomasrd@activehealth.co.nz

Additional Information

- Students should inform their teacher before attending appointments
 - A list of the physio appointments for the day will be provided to the school attendance monitoring staff.
- Bring appropriate clothing to expose the injured area
- Bring braces, strapping, or relevant medical paperwork
- Parents/guardians may be contacted regarding diagnosis or management plan if required
- Relevant school staff may receive information needed to support activity modification (i.e PE department)
- Strapping/taping can be performed if clinically appropriate and booked in advance

Contact

- Active Health Waikato – Thomas Road Clinic
- Phone: 07 853 7096
- Email: amanda@activehealth.co.nz or Admin: thomasrd@activehealth.co.nz