

DISCLAIMER: Kindly note that The Northwest Wellbeing Hub Ltd cannot prescribe or make any inferences regarding the efficacy of Hyperbaric Oxygen Therapy for any particular purpose or condition. The applications listed on this website are suggestions based on medical literature; if in doubt please consult your doctor.

In accordance with UK and EU legislation, we confirm that there is no intention implied or otherwise that Hyperbaric Oxygen Therapy is administered with the intention of it being a cure or as a preventative for any disease. Any references, studies or articles cited in this document do not imply that similar results will occur when the same therapy is experienced by another.

Please note that although the use of Hyperbaric Oxygen Therapy has been established in the treatment or management for a variety of indications, the evidence for its use remains uncertain which means that it is not proven by “randomised prospective controlled clinical experiment or trial” or “double blind study” which is considered to be the strongest form of scientific evidence by conventional medical standards.

PAYMENT TERMS AND CONDITIONS

You are purchasing a package of (insert number) hyperbaric oxygen therapy session(s). The price for such packages and individual sessions is set out in the price list accessible on our website or at the The Northwest WellBeing Hub. If you prefer, you can pay for each session individually on the day of treatment at the single session value of £70.00.

Subject to the below, packages are not transferable and are non-refundable. If you decide not to proceed with your course of treatment, you will not be able to claim a refund for any sessions which have not been used.

Booking and cancellation policy: We aim to provide a service of the highest quality with short waiting times, giving you access to treatment at the right time. You will be aware that we are a busy clinic and appointments are often in high demand. We politely request that you give us at least 24 hours 'notice for appointment rescheduling and cancellation in order to allow another client to have treatment sooner.

If you do not attend, or cancel, a pre- booked appointment with less than 24 hours 'notice, we reserve the right to charge you 100% of the appointment fee. If you are insured, this fee cannot be charged to your insurance company.

We understand that things crop up in life that are unexpected. While we are truly sympathetic, The Northwest wellbeing Hub cannot absorb the financial responsibility of last minute cancellations or missed appointments.

If you arrive late to your appointment, it is at the discretion of the practitioner to decide whether they have enough time to see you and still provide an optimal service. If they decide they are unable to see you, you will be charged 100% of the appointment fee.

TERMS & CONDITIONS

Please note all clients will be requested to sign below policies before starting treatment at The NorthWest Wellbeing Hub Ltd.

Risks

Hyperbaric Oxygen Therapy (HBOT) is a painless non-invasive process. You should feel comfortable at all times during your treatment. If you do not, speak to the technician immediately.

Ears

If any, the most likely side-effect you may feel during your hyperbaric treatments is the pressure changes which affect your eardrum. Your technician will teach you the Valsalva manoeuvre which is a technique that allows you to equalise the pressure in the middle ear and additional techniques which will help you throughout treatment. Any ear pain should be addressed immediately during treatment.

Please discuss and notify any problems or concerns you may have with the technician.

Sinus

Sinus squeeze is very rare and is caused by changes in pressure. Pain may be felt around the sinus areas of the face. This usually occurs if the sinuses are blocked by mucus or tissue.

Always inform the technician if you are uncomfortable or feel any pain immediately.

Other risks

Some mild physiological changes and symptoms may present themselves over the course of your treatments; some may be due to medication interactions. It is important that you advise your technician and physician if any of unfamiliar symptoms arise, including but not limited to:

- Nausea.
- Changes in vision – temporary changes in eyeglass prescription may occur. These changes may be permanent in about 2% of those patients; usually the change is a vision improvement.
- Numbness or tingling in the fingers or facial twitching.
- Shortness of breath or dizziness.
- Restlessness and/or irritability.
- Tinnitus (ringing of the ears).
- Out of the ordinary physical or mental changes.
- Hyperbaric Fatigue Syndrome – fatigue that occurs after treatments.

Please notify us immediately if any of the above or any the following occurs during your course of treatment.

Please call us and reschedule your appointments if you develop colds, flu, upper respiratory infection, sinusitis, high fever, viral infection, vomiting, headache, or any other out-of-the-ordinary symptoms or concerns.

Please let us know if there is anything we can do, in order to ensure your time with us is comfortable and pleasant. If you have any concerns and/or develop problems with your health, call your GP/physician immediately and please inform us. We are here to help you improve your physical, mental and emotional health and wellbeing.

CONSENT

I, _____, hereby consent and authorise the fully qualified staff at The Northwest Wellbeing Hub to administer sessions of Hyperbaric Oxygen Therapy (HBOT) to me.

In doing so, I hereby fully understand and acknowledge the following: I was explained the possible benefits and risks of HBOT, including as relevant to my specific condition (if applicable). I acknowledge that the physician ultimately responsible for my care is my GP.

I understand that I am undergoing HBOT not for the purpose of Treatment of disease, disorder or injury. I understand that I am only using HBOT as an aid to improve my general wellbeing and/or assist healing. For this reason, the nature

and purposes of HBOT have been explained to me, including the option not to have treatment.

I understand that for best results a full course of sessions should be completed. I also understand that HBOT may need to be repeated in the future, either by repeated sets of treatment or by frequent maintenance treatments to help maintain its benefits.

Prior to any treatment, I have undergone an Initial Consultation and been given the opportunity to ask any questions I have regarding HBOT, and these have all been answered to my satisfaction. I have been informed that I may refuse treatments at any time, or even terminate a treatment whilst in the chamber, and exit the chamber in accordance with the instructions of the chamber operator. Before my first treatment, I have informed the administering therapist of my current health status, all current medications, and therapies, and I agree that it is my responsibility to keep The Northwest Wellbeing Hub informed of any changes in my medical condition, medication or therapies before each session and I authorise them to contact my GP and other involved physicians and share my information if necessary.

I will follow the instructions of the chamber operator and I will inform them of any concerns before and during the treatment, such as pain, nausea, diarrhoea, dizziness, visual changes, ringing or other noises in ears, unusual smells, fear or anxiety reaction, unusual sweating, changes in heart rhythm, hiccups, chest pain, faintness, mood changes, difficulty breathing or any discomfort.

I understand that the benefits of HBOT may be much greater if I follow a healthy lifestyle, which includes non-smoking, weight control, exercise, proper nutrition, hydration and stress management.

I believe the benefits from this treatment, exceed the risks involved.

No guarantee has been made that the treatment will improve my condition even though it has been carried out with due professional care. If any unforeseen conditions arise during the course of the treatment, I do hereby authorise/request the staff to perform any additional procedures and/or treatments as may be deemed necessary in that time.

PRINT NAME: _____

SIGNATURE: _____

DATE: ____ / ____ / ____

GENERAL TERMS & CONDITIONS

Preparing for Your Hyperbaric Oxygen Therapy

One of our main objectives is to inform you of what to expect during your hyperbaric treatments with us. Prior to any treatment session you will be asked to come in for an initial consultation for an assessment and taken through an orientation. The purpose of this consultation is to make sure you are suitable for HBOT treatment with a medical assessment and to answer any questions you may have. Please feel free to ask any questions, we are here to help you.

Personal Items

For your safety and the safety of those around the chambers, only items approved by our technical team can be taken into the chamber with you. Oxygen Therapy and its staff members are not responsible for the loss of any your personal belongings.

Clothing

We advise loose-fitting cotton clothing, and avoid cosmetics, perfumes, hair sprays, deodorants and jewellery. Shoes must be removed, and socks must be worn inside chamber.

Food and drink

No food/eating is allowed in the chamber.

It is strongly recommended that you have a light meal one hour prior to your treatment and are well hydrated with water throughout the day. To obtain full benefit from your treatments, it is recommended that you avoid food and beverages that contain caffeine. Consumptions of coffee, tea and caffeinated drinks should be kept to a minimum during the time you are receiving treatment as caffeine constricts blood vessels. Also, alcoholic beverages should be avoided before treatments because of alcohol's diuretic effect.

Smoking

Nicotine greatly compromises the effectiveness of your treatments and increase the risk of seizures. It constricts blood vessels which decreases blood flow to bone and tissue areas, thus slowing down the healing process by approximately thirty percent. Every attempt should be made to quit or temporarily stop

smoking. If you must smoke, please do so as long before your treatment and as late after your treatment as possible.

Privacy Policy

During your visit to The Northwest Wellbeing Hub, we will gather personal and clinical information about you. Any information which you provide will be stored and processed in accordance with applicable data protection laws, including the General Data Protection Regulation and the Data Protection Act 2018. Detailed information about what information we collect about you and how we use that information is contained within our Privacy.

Policy, which can be found at our website or obtained at the clinic by speaking to a member of reception for a paper copy.

The General Data Protection Regulation (GDPR) sets out the basis upon which an individual's data can be obtained and used. The purpose of this Privacy Notice is to explain how we will use any personal data that we collect about you when you contact us or use our services.

If you would like to contact us about any of the information contained within this Privacy Notice you can contact us at info@aheadofthegamefoundation.com

Information we collect about you:

Patients and Prospective Patients:

We collect information about you when you contact us about our services, make an appointment with us and visit the Oxygen Therapy

In order to support your care, our staff maintain records about you. This can include:

- Your age, contact details and next of kin
- Details of your appointments, visits, etc.
- Records about your health, treatment and care
- Information received from other health professionals

We also collect information about you when you complete our new patient.

Website users:

When you use our website, we may also collect information about your visits to the website, and technical information about your computer, tablet, mobile or other device through which you access the website and/or platform.

How we will use your personal information:

We will use your information to provide you with details about other services or products that we offer that we think will be relevant to your ongoing care or of may be of interest to you.

If you are a website user, we will also use your personal data for the purposes of:

- Enabling you to access and use our website
- Administering our website
- Improving our website to ensure that content is presented in the most effective manner
- Helping to create a safe environment on the website

Marketing:

We would like to send you information about products and services of ours and other companies we work with which may be of interest to you. If you have consented to receive marketing you may opt out at a later date.

You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please [click on the unsubscribe options in our communication] or contact us using the details provided above.

Lawfulness of processing:

We are only allowed to process your personal data where we have a lawful basis for doing so. We will only process your personal data where:

- It is necessary to perform our contract with you
- It is necessary to comply with our legal obligations
- It is in our legitimate interests to do so
- In rare circumstances, the processing is necessary to protect your vital interests
- If no other lawful basis is applicable, we may request your consent

Where we process your “special category data”, which is more sensitive personal information (such as health data) which benefits from a higher degree of protection under the GDPR, we only do so where:

- It is necessary in order for us to provide health services
- It is necessary for the establishment, exercise or defence of legal claims
- It is necessary for the performance of a task carried out in the public interest
- We have obtained your explicit consent

If you would like more information in respect of the lawful bases upon which we are processing your personal data, please contact us using the details provided above.

Who we share your data with:

We will not disclose your personal data other than as set out in this privacy policy without your permission, unless in exceptional circumstances (i.e. life or death situations) or we are required to do so by law.

We may share certain of your information with analytics and search engine providers that assist us in the improvement and optimisation of our site.

We will share information about your treatment with us with your insurance company in line with the terms of the policy that you have in place with them.

We may share your data if all or substantially all of our assets are acquired by a third party, in which case personal information held by it about you will be one of the transferred assets.

Your Rights

Access to your information:

You have the right to request a copy of the information that we hold about you (“Right of Access”). If you would like a copy of some, or all, of your personal information please contact us using the details set out above or write to us at the following address: The Northwest Wellbeing Hub, Victoria Parade, New Brighton, Wirral, CH45 2PH.

Right of rectification:

If your personal details change, or it comes to your attention that the information we hold about you is inaccurate in any way please let us know and we will make the appropriate corrections.

Right to object:

You have the right to object to our processing of your personal information where:

- We are using it for the purposes of direct marketing
- In certain circumstances, where our processing is carried out on the basis of our legitimate interests

Your other rights:

In certain circumstances, you may also have the right to:

- Request erasure of your personal data
- Request restriction of processing your personal data
- Request transfer of your personal data
- Withdraw your consent

Please note that the above rights are not absolute, and we may be entitled to refuse requests, wholly or partly, where exceptions under the applicable law apply.

If you have concerns about the way in which we have handled your data, please contact us using the details provided above.

Whilst we would welcome the opportunity to resolve any concerns you have in relation to our handling of your personal data in the first instance, you can also lodge a complaint at any time to the Information Commissioner's Office at: <https://ico.org.uk/concerns/>.

Where we store your personal information:

Where we collect personal information from you, it may be necessary for us to transfer your personal information outside of the UK or the European Economic Area ("EEA") to our service providers and business partners located outside the UK or the EEA.

Where personal information is transferred to and stored in a country not determined by the European Commission as providing adequate levels of protection for personal information, we take steps to provide appropriate safeguards to protect your personal information, including entering into standard contractual clauses approved by the UK or the European Commission, obliging recipients to protect your personal information.

Security

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Cookies

Our website uses cookies to distinguish you from other users of our website. A "cookie" is a small amount of data which often includes a unique identifier that is sent to your computer, tablet or mobile phone (referred to here as a "device") browser from a website's computer and is stored on your device's hard drive, mobile or other device.

There are different types of cookies which are used to do different things such as allowing you to navigate between pages on a website efficiently, remembering your preferences on certain web pages, or improving your overall experience.

Most web browsers automatically accept cookies, but you can disable this function by changing your browser settings if you so wish. To find out more about cookies including what they are, how to control them or how to delete them, please visit www.aboutcookies.org.

We ask for your consent to place cookies on your device, except where these are essential for us to provide you with a service that you have requested.

Other websites:

Our site may, from time to time, contain links to and from the websites of our partner networks and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites

Data Retention:

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. In general, health records of patients are kept for 8 years after conclusion of treatment (children’s records are to be retained until they are 21 years old).

Changes to our Privacy Notice:

We regularly review our Privacy Notice and will update this page when necessary. This Privacy Notice was last reviewed on 19/09/2022.

Acknowledgement of Notice of Privacy Practices

“I hereby acknowledge that I have read and understood this clinic’s NOTICE OF PRIVACY PRACTICES. I understand that if I have questions or complaints regarding my privacy rights that I may contact the person listed above. I further understand that the clinic will offer me updates to this NOTICE OF PRIVACY PRACTICES should it be amended, modified, or changed in any way.”

Patient or Representative’s Name (please print):.....

.....

Patient's name:

.....
.....

I certify that the Patient Information is true and accurate. I will advise Oxygen Therapy if there is any change in my patient information, medical problems, allergies, medications, medical history, insurance or financial information, or any other pertinent information pertaining to Hyperbaric Oxygen Therapy.

I acknowledge that the physician ultimately responsible for my care is my GP.

I understand that I am ultimately responsible for the cost of my Hyperbaric Oxygen Therapy.

I understand that the payment is expected at the time of service. I will finalize my Patient

Payment Terms and Conditions prior to starting treatment so that I fully understand my payment obligation for my therapy. I authorize payment of my treatment to the provider of Hyperbaric Oxygen Therapy. Because the cost per treatment may be different for other patients based on a number of factors, I agree to keep my payment agreement confidential and not disclose my treatment cost to patients, other persons or facilities. If I am being treated for a covered condition under an insurance plan, I will still be paying for my treatment in advance. But I will be provided by a receipt for reimbursement. I understand that Oxygen Therapy has no responsibility in the process of obtaining reimbursement. I authorize the payment for my Hyperbaric Oxygen Therapy.

I further authorize the release of any medical records or other information necessary for claim processing, on the request of physicians or providers involved in my care, and/or as required by law. Your overall health is important to us. We may need to inform your referring physician and other physicians involved in your care with your hyperbaric oxygen treatment progression. Please let us know if you would prefer your physicians and providers not be notified of your HBOT treatment.

Name:.....

...

Signature:.....

Date:

.....

COVID-19 SELF DECLARATION QUESTIONNAIRE:

The safety of our patients, employees, families and visitors remain Oxygen Therapy's top priority. We are continuously monitoring the changes and following the updated guidelines and recommendations by the government and NHS in providing healthcare service during COVID-19 pandemic.

We are conducting a short questionnaire in order to prevent spread of COVID-19 and reduce potential exposure to patients, employees, families and visitors. Your participation is paramount to help us take necessary measures protect you and everyone in this building.

Self-Declaration by Patient (please tick)

1. Have you returned from overseas within the last 28 days?

YES

NO

2. Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?

YES

NO

3. Have you been in close contact with anyone who has travelled overseas within the last 14 days?

YES

NO

4. Have you experienced any cold or flu-like symptoms in the last 14 days including:

fever persistent cough sore throat respiratory illness

difficulty in breathing loss of taste loss of smell

If the answer is 'yes 'to any of the above questions access to the clinic may be denied.

By signing self-declaration, you are consenting to treatment at Oxygen Therapy during a Covid- 19 Pandemic.

Whilst every precaution will be taken to ensure your safety, you are agreeing to have treatments at The Northwest Wellbeing Hub at your own risk.

I accept these terms and by signing below, I confirm that I shall have no COVID-19 related claims with The Northwest Wellbeing Hub.

Signature of the Client

Name of the Client

Date

The information collected on this form will be used to determine your access and right to treatment at The Northwest Wellbeing Hub.

At your Hyperbaric Oxygen Therapy appointment:

- Please ensure you have no continuous or new cough OR high temperature OR loss of/change in smell or taste. If you have any of these symptoms, please stay at home for 7 days from onset of any symptom, or 14 days if a family member has symptoms as per government guidelines.
- We request that you arrive to your appointment on time please. Should anyone arrive 10 minutes late they may not be admitted to the clinic.
- We will screen all patients before the appointment/ treatments, and your observations and temperature will be taken on arrival.
- We have hand sanitiser dispensers at the entry and exit of our Hub.
- We would request you to use the hand sanitisers and wash hands with soap for 20 seconds before and after your appointment. Please use disposable tissues and bin them after use.
- Please be assured that we maintain rigorous cleaning/ disinfecting of our clinic space and chambers.
- Chambers will be entirely cleaned and disinfected, and adequately ventilated (by running the chambers for 10 mins as empty) between each use.
- We will continue to work with local health authorities and update our policies in accordance with future developments.

Should your health change prior to your appointment please do let us know.

We look forward to seeing you.

Kind regards

The Northwest Wellbeing Hub Team.