HOMEOCHAKRA
CONNECT CONSULT CARE

Terms and Conditions

By making an online booking through the HomeoChakra page, you agree to the terms listed below. Before proceeding with the consultation, you will need to confirm the agreement with your homeopath and please check if you are happy with all the details provided for the consultation as provided below.

HomeoChakra offers online consultations with registered homeopaths, please ensure you read the terms and understand the online consultation process before confirming your booking. HomeoChakra holds no Liability.

The completed consent form will cover the course of your homeopathic treatment using HomeoChakra platform.

Please ensure to confirm that you have booked the appointment for yourself in good faith and you can accept or reject the services of your own free will.

You acknowledge that you do not represent a private agency or government organization attempting to gather information without so stating (i.e., you are not a reporter posing as a patient).

You understand that the payment needs to be processed upon booking the consultation unless there is a specific arrangement in place.

You will confirm and ensure that any photos or videos send for your treatment will not show nudity of private parts of adults or children.

Your consent allows the homeopathic practitioner to record personal information and disclosure of information related to your health and medical history.

You must be over 18 years to use this service. If you wish to book consultation for your child's treatment, you must be willing to provide full consent on their behalf.

Taking Homeopathic medicine with ongoing general healthcare treatments

You can take homeopathy along with mainstream healthcare treatments and you will not be asked to discontinue your ongoing treatments, you may be advised to complete additional health checks or diagnostics as requested by the practitioner.

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Payment Terms

When you wish to book an online consultation with one of the practitioners, you can complete the payment online and you will receive a confirmation for your booking via email.

The full payment for consultations is made before the consultation begins and if there are any changes to the appointment date or time, your homeopathic practitioner will get in touch to schedule an alternative time as per the availability.

Homeopathic Consultation

The homeopathic consultation can be conducted via video or internet audio consult or tele appointment based on your preference. The initial consult involves a detailed case taking process where the practitioner discusses your health and medical history and will ask you questions that will help them gather information for the homeopathic prescription.

All the information discussed during the consultation is confidential and will not be discussed or shared with any other team member unless we have your permission to provide a referral to another health practitioner.

Follow up consultations can be discussed with your homeopathic practitioner to provide you with the most appropriate treatment plan moving forward.

Homeopathic treatments cannot be provided as an emergency care or for accidents therefore please contact your local emergency services if this is required.

Prescription and Pharmacy

On completion of the homeopathic consultation, your practitioner will discuss the options of either picking up the medicine from one of the clinic locations or posting them to you. Alternatively, the practitioner may provide the prescription and online link to the pharmacy from where you can purchase the remedies based on your accessibility to the homeopathic clinic.

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Confidentiality

Your practitioner will record and store your confidential information in a secure manner as per the data protection act in order to maintain your privacy. The case notes are not shared with anyone unless required by law for the protection of life.

You can request a copy of the chat conversation with the practitioner but please note that we will not be responsible for the security of this information sent through email.

Communication

We will get in touch with you via email once you book the consultation, you can choose your preference to receiving updates about our services, news, and courses for homeopathy. You can choose to unsubscribe at any time.

With the increased use of technology such as video calls, emails and other systems, precaution will be taken to ensure that your privacy is maintained, however this cannot be guaranteed across the widespread use of various health services through these technologies.

Code of Conduct

We abide by the Homeopathic code of Ethics as provided by the Australian Register of Homeopaths

All practitioners working on this platform abide the regulations and legal guidelines provided by their local jurisdiction. Please be aware that this may sometimes be different to the regulations where clients are located, therefore check with your practitioner if you have any questions regarding this.