



UTS EXERCISE PHYSIOLOGY CLINIC

Clinic Information Sheet

Welcome to the University of Technology Sydney (UTS) Exercise Physiology Clinic (hereafter referred to as the Clinic). This document explains important aspects of the Clinic. Please read it carefully and ask any questions you might have. This is your copy to keep as a reference.

OUR SERVICES

The Clinic provides a service to the community and a training facility for postgraduate students undertaking a Master of Clinical Exercise Physiology in the UTS School of Sport, Exercise and Rehabilitation. Clinical services are offered to the public from all geographical areas (including children, adolescents, adults and families). To participate in one of our programs you can either submit an expression of interest on our [webpage](#), contact us on number 02 9514 5211, or email clinicalexercise@uts.edu.au

The Clinic offers exercise assessments, exercise prescription, and supervised delivery of exercise programs on-site, that are tailored to your individual client needs. Only you, your exercise physiologist students (EPs), and supervisors are present during your clinic appointment within the consult rooms. However, when exercising in the exercise clinic, other clients (with their exercise physiologist students and supervisors) may be present. In the event we wish to record any clinical activities during your consultations or exercise session(s) for teaching, assessment, or research purposes, we will always seek your permission. You will always be advised of this request and be asked if you wish to provide your verbal (audio recorded) or written (signed) consent for this to occur. This is entirely optional and will not influence your level of care during your sessions with us.

The nature and course of the session will be determined in accordance with your individual needs.

SUPERVISION

Clinic services are provided by our Master of Clinical Exercise Physiology students as part of their clinical placement (professional practice) component of their degree, and supervised by nationally Accredited Exercise Physiologist's (AEPs). Clients of the Clinic will receive the highest standards of service, and through the duration of the program, have access to the expertise of experienced AEP's working in the industry.

CLIENT INTAKE & INITIAL EVALUATION

As this is a teaching and research clinic, we reserve the right to deny your participation if we do not think it would be safe for you, or if you do not meet the relevant criteria where individuals with a known disease/condition, and/or signs or symptoms of a disease/condition are explicitly sought. Any person who participates in exercise may be at risk of an adverse event. An adverse event refers to an event that occurs because of an exercise session, resulting in ill health or physical harm (such as a muscle strain) for an individual. Any person with a disease/condition, and/or signs or symptoms of a disease/condition may be at an elevated risk of an adverse event. Our initial evaluation enables us to mitigate these risks. Serious adverse events (i.e., life threatening events) due to exercise are rare.

The purpose of the intake process is to fully evaluate your needs and ensure you receive the best exercise program possible. The evaluation will include completing the [expression of interest form](#) with your preference for a session time (for the duration of the program) and answering introductory questions regarding your physical health, including a pre-exercise screening survey created by our accrediting body (Exercise and Sports Science Australia).

Once your expression of interest has been evaluated by clinic staff, you will be contacted through telephone by one of our clinic staff to further discuss your clinical needs and finalise your exercise screening evaluation. You will then be emailed your scheduled program appointment time, this Clinic Information Sheet, a [Clinic Privacy Statement](#) and Clinic Consent Form. The Clinic Consent Form must be signed and returned to clinicalexercise@uts.edu.au prior to your first scheduled appointment. If you are not able to return the Clinic Consent Form via email, please arrive 10-15 mins prior to your first scheduled appointment time to sign the form in person.

You may be asked to seek medical clearance prior to participation in exercise, or we may refer you to a specialist Exercise Physiology clinic more suited to your clinical needs.

LEGAL, PRIVACY, ETHICAL AND PROFESSIONAL REQUIREMENTS

The Clinic is bound by legal, ethical and professional requirements of Exercise and Sports Science Australia ([ESSA](#)), and its Code of Professional Conduct and Ethical Practice. As part of the ESSA supervision requirements, all students and supervisors have ethical and legal obligations to protect the privacy of people requiring and receiving care. Clients of the Clinic have a right to expect that the Students, Supervisors and Clinic staff will hold information about them in confidence. These requirements will also transfer to any clinic services provided in the virtual care (such as telehealth) environment, in addition to privacy obligations and other protections that are unique to the virtual care environment, including (but not limited to) data security.

For further details about the management of your health information, refer also to our [Clinic's Privacy Notice](#).

VIRTUAL CARE SERVICES AND ONLINE COMMUNICATIONS

The Clinic uses the 'Coviu' (<https://www.coviu.com>) video-conferencing platform to provide virtual care services. The web-based video-conference service will require that you have access to an appropriate device, whether personal laptop, tablet, i-Pad or mobile telephone device with connection to a private, secure and stable internet service. By participating in the virtual care service, it is your responsibility to install and keep up to date the security of your device and any appropriate firewall, intrusion detection, and anti-virus programs. Please be aware that you are responsible for any costs incurred in relation to the provision of your own software, hardware, and data usage associated with this virtual care service. By agreeing to participate in the UTS Clinical Exercise Physiology program, you are agreeing to expressly release the UTS Exercise Physiology Clinic from any liability associated with the unintended cyber-security issues and/or difficulties with unsecured communication.

Clients need to take care when sharing personal information by email. Email communication is not a completely secure means of transmitting your information. The Clinic uses email communication for administrative purposes only (e.g. providing general Clinic information, confirming appointment, or providing generic clinical resources).

Note: any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology. It is important to protect yourself while using online technology. Refer also to the "Protecting yourself online: What everyone needs to know" booklet (<https://www.australia.gov.au/information-and-services/public-safety-and-law/online-safety>) and government advice (<https://www.staysmartonline.gov.au>).

STREAMING AND VIDEO RECORDING OF CLIENT SESSIONS

Secure video live-streaming within the consult rooms of the Clinic will occur for the purposes of clinical supervision through 'Coviu' and from cameras installed in these consultation room devices. The live stream may be viewed for supervision and learning purposes by the Clinical Supervisor overseeing the students working with you to ensure your safety and to assess the student's performance. Virtual care sessions via Coviu video conferencing may include audio and video recordings for supervision and learning purposes. You will always be informed when recording takes place.

Recordings are not retained or used for any purposes other than supervision without your written permission, and are automatically erased within 4 weeks. All material is kept confidential within the Clinic team. Recording and viewing of client sessions is at the discretion of the Clinic Director or Supervisor.

APPOINTMENTS AND CANCELLATIONS

The Clinic strives to provide a high-quality evidenced-based exercise-focused service through a system of booked appointments (your booked appointment time is continuous for the duration of the program). Please arrive for your appointment on time and let us know if you are no longer able to attend the appointment as early as possible. It is appreciated if you can provide a minimum of 24 hours' notice of cancellation.

Missed sessions are problematic for both clients and students. Therefore, we ask clients to make a commitment to attend their sessions promptly. It is important to note that irregular attendance is likely to compromise the effectiveness of this service, and sessions may need to be discontinued if this occurs.

If you wish to withdraw from the program at any time, please contact the Clinic Coordinator.

ATTENDING YOUR APPOINTMENT

Upon your arrival at the Exercise Physiology Clinic, kindly inform the reception and take a seat in the waiting area, even if you are running late. We kindly request that you refrain from entering the exercise room/s until the student Exercise Physiologist assigned to supervise your session approaches you. This precaution ensures both your safety and the smooth operation of the Exercise Physiology Clinic.

Please note that only clients scheduled for their session in the Exercise Physiology Clinic are permitted to enter the training facility and associated rooms. Any individuals (adults or children) accompanying a client must remain seated in the waiting room.

Clients are not permitted to initiate their exercise program or use any exercise equipment until they are in the presence of their supervising student Exercise Physiologist or clinical supervisor.

WHAT TO BRING, SESSION STRUCTURE AND EQUIPMENT USE

What to bring:

- Clothes you can exercise comfortably in
- Close-toed shoes with good grip
- Drink bottle (we will have refill stations)
- Towel
- Any necessary medication/s and/or food to manage any relevant medical condition/s

EXERCISE PHYSIOLOGY CLINIC SESSION DURATION:

The Exercise Physiology Clinic sessions will run for 60 minutes. This includes a range of prescribed exercises, which may include aerobic, strength, balance, range-of-motion or stretching exercises. The total session time, including appropriate warm-up, rest periods, and exercise volume, will not exceed 60 minutes. Your cooperation in adhering to the specified timelines is crucial for achieving an efficient session for all clients. It's important to note that supervision cannot be extended beyond this period, as student exercise physiologists need to attend to clients scheduled for the subsequent session. Please also note that if you arrive late, your session time cannot be extended.

CHANGE OF HEALTH STATUS OR MEDICATION

So that we can ensure your safety, you must advise your student EP immediately of any changes to your health status or medication.

It is very important that you advise your student Exercise Physiologist regarding any changes to your health status during your treatment, especially those which relate to:

- Muscle or joint injuries
- Heart/lung problems which may include:
 - Shortness of breath (not relative to level of physical exertion)
 - Pain/pressure/tightness/heaviness in the chest, neck, jaw, back and/or arms.

You must also advise your student EP regarding any changes to your usual medication regime (e.g. forgetting to take your medication that day or starting a new dose). This information must be disclosed prior to commencing the Exercise Physiology Clinic session.

EMERGENCY CARE AND CRISIS SITUATIONS

Please advise your student EP if there are any issues with the program so exercise/s can be altered or stopped. If receiving exercise treatment in the Exercise Physiology Clinic we will provide support by helping to facilitate First Aid/CPR and/or arranging emergency services if required.

If receiving exercise through virtual care modalities, it is important you have a safety plan in place. For emergencies, contact 000.

BREACHES IN POLICIES / RIGHT TO REFUSE ENTRY

The Exercise Physiology Clinic reserves the right to discontinue services to any persons found to be in breach of the clinic policies. Additionally, the Clinic reserves the right to deny entry to individuals it deems may pose a risk to the safety and/or wellbeing of its staff, students, and/or clients.

CONTACTING THE CLINIC

A staff member is available to answer phones during the Clinic hours (Thursdays, 9:00am- 5:00pm). There may be times during peak Clinic periods where you will need to leave a voice message. We will ensure that all voicemails or messages are responded to within 24 hours on working-days. Students are unable to be contacted directly, however you are welcome to contact the Clinic Coordinator who will be able to pass on your message to the student.

Clients can contact the Clinic Coordinator on number 02 9514 5211, or email clinicalexercise@uts.edu.au for general enquiries, appointment information, or to leave a message for their trainer (student).