



HCML IT Team

Supplier Portal

User Manual (v2)

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2. Introduction

HCML’s supplier portal allows Physiotherapy Providers, and HCML’s case management team to collaborate together to support the recovery of HCML’s patients.

The portal is under continual development, with features added on an ongoing basis. You should always aim to use the most current version of the user manual which can be found under the “Help → User Manual” link on the main menu once logged in.

3. Login and Security

3.1. Receiving an invite

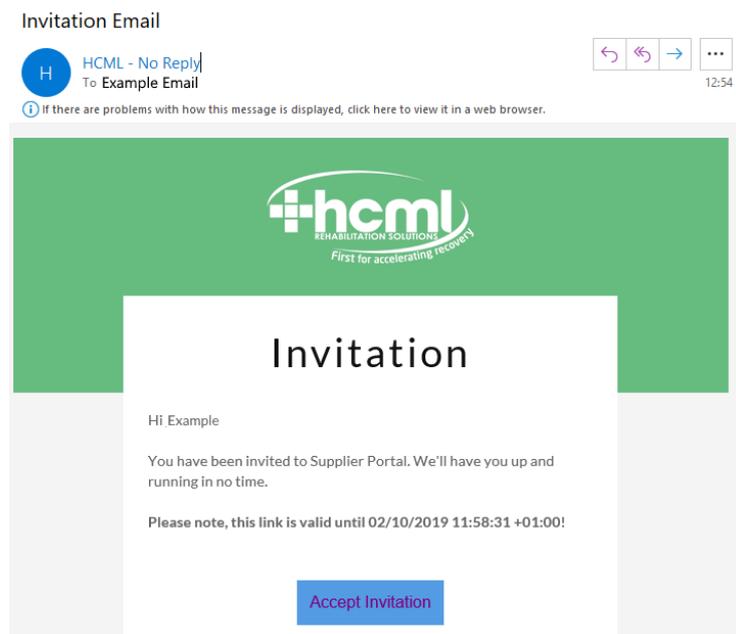
The supplier portal uses the HCMLID Single-sign on system, so you may use these credentials to access other HCML systems as well when permissions are granted to more than one system.

HCMLID users are granted permissions to applications by HCML or by the system administrators for their organisations. When you are granted permission by your administrator, you will receive an Invitation email like this one.

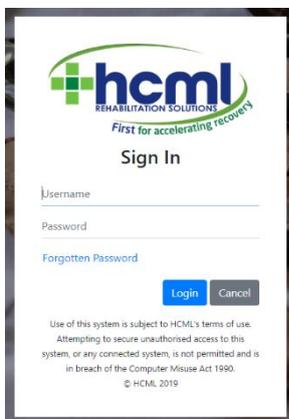
You may need to check your junk email folder to see the email. As other notifications are sent as part of the portal process you may wish to add this email to your address book or safe-senders list.

Click on the “accept” link.

Set a password. As a matter of best practice, and to meet HCML’s customers’ security requirements your password will need to be a mix of upper & lowercase letter, numbers, and special characters. You also cannot use the same character more than twice in a row.



3.2. Logging In



To login access the supplier portal via <https://suppliers.hcml.co.uk/supplierportal> and enter the email address your HCMLID is registered to, and your password.

Login sessions “time out” after 30 minutes of inactivity – whether the supplier portal is open or not.

If the browser is open, after 30 minutes you will be redirected to a login screen, whilst in the event you do not logout, but close your browser, you will be informed you have logged out when you next visit the system.

3.3. Resetting your password

Passwords require resetting every 90 days. Once your password has expired, you will be required to reset your password the next time you log in. You are not yet able to reset your password manually, but this feature is being added in an upcoming release. This will reset your password across all HCMLID applications, for example Rapport.

3.4. Forgotten Passwords

In the event you have forgotten your password, you can click the Forgotten Password link on the sign-in page and enter your HCMLID email address. You will be emailed a link which will expire after 24 hours – click the link to reset your password. For security reasons you will then be emailed a confirmation that your password has been reset.

In the event you receive either of these emails and did not request this, please forward the email to HCML's IT Team on it.helpdesk@hcml.co.uk so we can investigate.

4. User Management

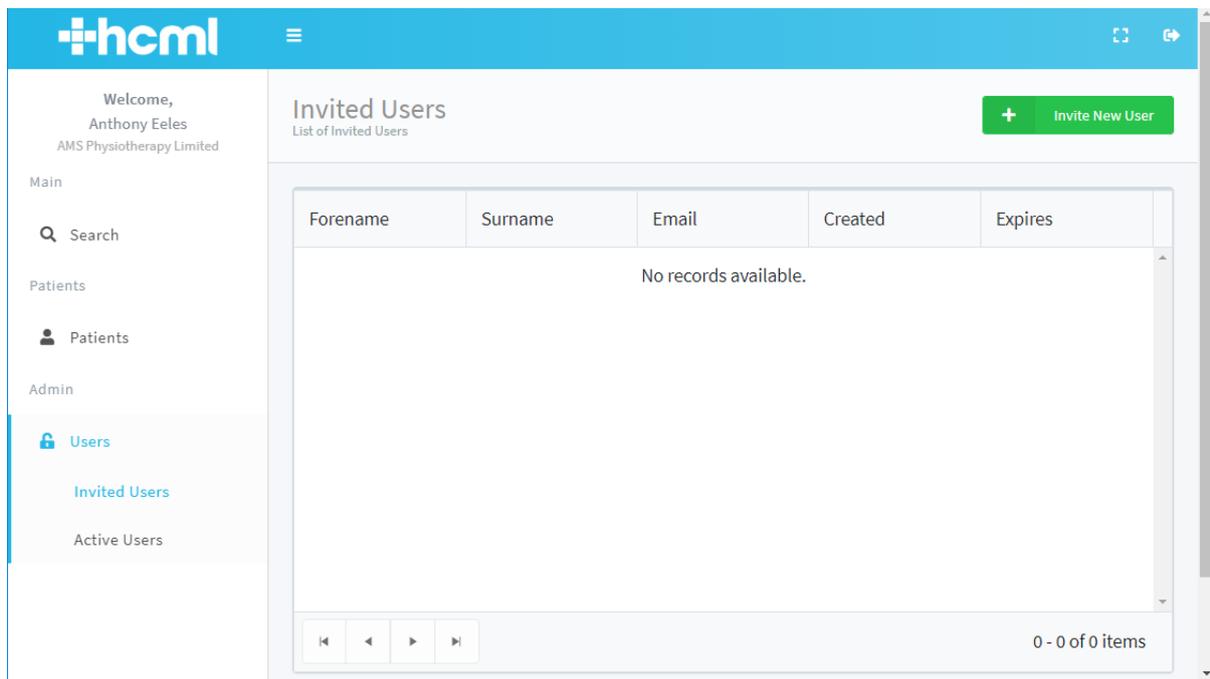
Users marked as administrators will have a “Users” option in the left-hand side menu. This allows admin users to invite new users and manage existing users.

4.1. Inviting other users

Users marked as administrators will have a “Users” option in the left-hand side menu. This allows admin users to invite new users and see existing users.

As time goes on, HCML will be adding a more detailed role-based access system to the portal. For now however, the only roles are administrator and “regular” users.

Click on “Invited Users” to see existing users who have been invited but not yet accepted their invitation.



Click the “Invite New User” button to add a new user, and enter their Forename, Surname and Email.

Clicking Submit will send the invite email shown in 3.1 and the user will be able to accept the invitation within 48 hours. You can see the invitation in the Invited Users screen.

Successfully Invited: ant+test@hcml.co.uk

Forename	Surname	Email	Created	Expires
Test	Tester	ant+test@hcml.co.uk	18/11/2019 08:52	20/11/2019 08:37

4.2. Managing Existing Users

The “Active Users” table allows you to manage existing users who have already accepted their invite to the portal.

Forename	Surname	Email	Active Since	Approved By	Users Groups	Actions
Ant	Eeles	anthonyreeles+28-01-2020@gmail.com	28/01/2020 13:24	Anthony Eeles		Set As Admin Revoke Access
Jake	Fowler	Jake.Fowler@hcml.co.uk	04/12/2019 15:06	Jack Bakal		Set As Admin Revoke Access
Anthony	Eeles	Anthony.Eeles@hcml.co.uk	12/11/2019 08:12	Jackie Littlewood	Admin	Remove Admin Revoke Access
Anthony	Eeles	Anthony.Eeles@hcml.co.uk	12/11/2019 08:12	Jackie Littlewood	Admin	Remove Admin Revoke Access

1 - 4 of 4 items

The following functionality is available:

[Set As Admin](#)

This will allow you to assign the administrative rights to another user.



NB: All Admins share the same rights. Therefore if you assign the Admin right to another user, bear in mind they will be able to disable your Admin right.

[Revoke Access](#)

This will end the user’s access to the Supplier Portal.



If a user has access to another HCML portal using their HCML ID, for example HCML’s Rapport system, this will not be affected.

[Remove Admin](#)

This removes the admin rights from a user, but does not revoke their access to the system.



You cannot Revoke Access or Remove Admin rights from the last Admin user from the portal. You must grant another user admin rights first. If you remove your admin rights the users panel will immediately stop functioning for you.

5. Site Navigation

5.1. Top Menu Bar

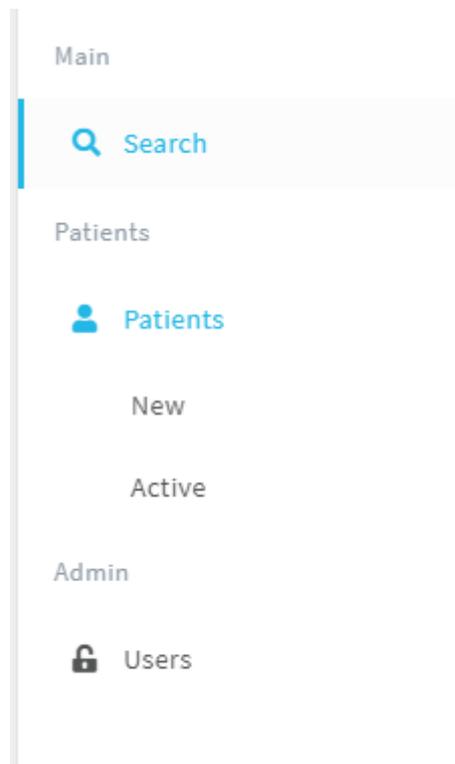
The top navigation bar contains some basic functionality:

 **Collapse Menu:** The side bar at the left-hand side of the screen can be collapsed to increase screen “real estate” – press the “hamburger” button to the right of the HCML logo to move from a text menu to icons only.

 **Full Screen:** (Supported Browsers) This icon will request your browser goes “full screen” to increase the screen “real estate” for ease of use.

 **Log out:** Signs the user out of all HCMLID sessions and returns to the login screen. Please note that if you are signed into more than one HCMLID application (for example Rapport or the Customer Portal), this feature signs you out of all these systems.

5.2. Side Bar



The side bar allows access to the supplier portal features.

Search allows you to search by common fields such as reference number, name and date of birth

Patients → New allows you to see a list of patients that HCML have recently referred and are awaiting confirmation of referral or initial assessment.

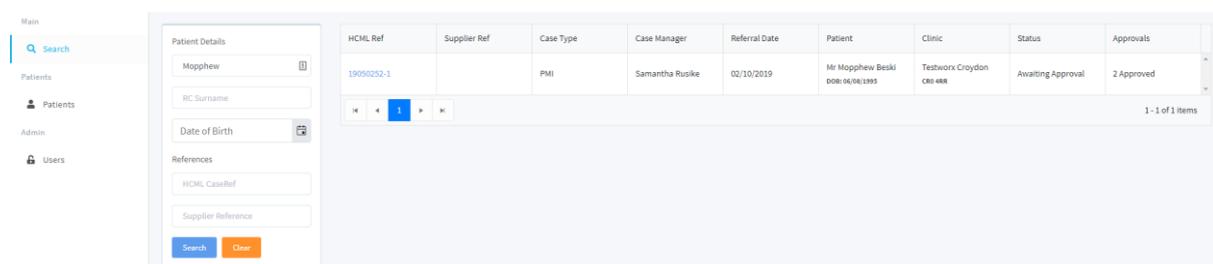
Patients → Active allows you to see all patients currently undergoing treatment at your clinics.

Admin → Users allows system administrators to invite other users to the Supplier Portal, as well as seeing existing users.

As other features are developed they will appear here.

5.3. Search

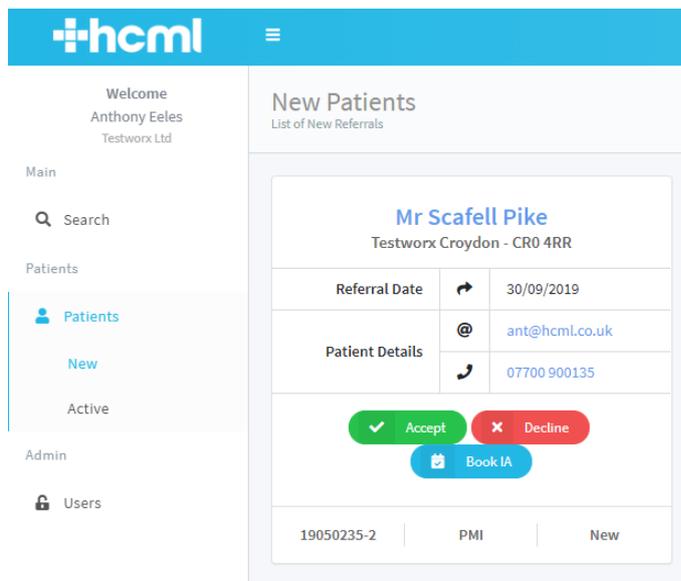
The search function allows you to locate patients currently in your care across all portal-enabled clinics in your organisation. Enter one or more search criteria and click “search”.



6. New Referrals

HCML’s Case Management System (CMS) and Supplier Portal are directly linked. Referrals created via the CMS appear in the portal in real time.

15 minutes after HCML create the referral, an email notification will be sent to the main referrals contact for the clinic. However, to avoid sending unnecessary emails, if within that time a member of the clinic’s team has already accepted, declined, or booked an assessment for that referral, the email will not be sent.



Referrals sent prior to the “effective date” HCML have entered in their system will not appear in the portal. This date can be changed, so for a new clinic starting to use the portal, it is possible for the HCML team to gradually move that date back so that more cases appear in the portal over time. Speak to the HCML network management team for more information.

Patients → New shows all new referrals.

For organisations with more than one clinic enabled for the portal, the requested clinic postcode is shown against each patient.

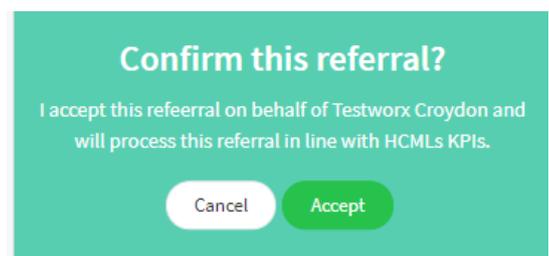
The patient’s contact details are shown on the New Patients screen, to allow for prompt contact with the patient.

If you need to see further details, click the patient’s name in blue to see the patient’s full details, This will navigate you away from the New Patients screen, however if you hold Ctrl when you click, it will open in a new tab instead.

6.1. Accepting Referrals

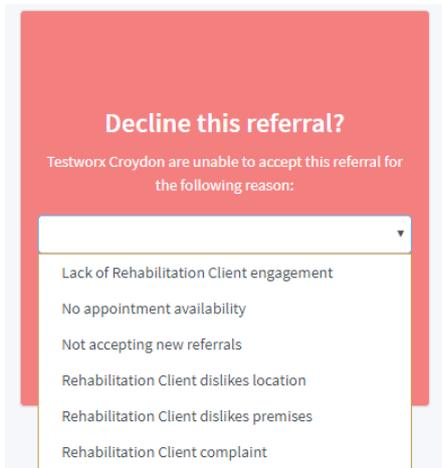
Accept a referral when you are not yet able to get in touch with the client but want to confirm to HCML that you have received and are proceed with the referral.

To accept the referral, click the green Accept button, and again to confirm the HCML KPIs. The case will remain on this screen until the INA is booked.



HCML’s system will be updated – next time the RCM reviews the case it will be clear the clinic has accepted the referral.

6.2. Declining Referrals



Referrals should be declined if:

- You cannot contact the patient after the appropriate number of attempts or duration.
- The patient opts not to attend your clinic.
- You are currently unable to offer appointments or operate that clinic, or the clinic has closed.

To reject the referral, click the red Decline button then choose the appropriate option from the drop-down list.

The case manager will be alerted to the declined referral and will contact the patient to make other arrangements.

6.3. Booking Initial Assessments

Referrals will remain on the screen until the referral has been booked in for an INA. This is done via the “New Patients” screen.

To book the Initial assessments, click the blue “Book” button. A slider will appear and will request the date and time of the referral and – should you wish to use it – a field for you to enter the reference from your clinic admin system.

NB: sessions cannot be booked retrospectively from this screen. Likewise, patients cannot be booked more than 3 months in advance from this screen – if the earliest date the patient can make is more than 90 days away, the case should be referred to HCML for more information.

Welcome
Anthony Eeles
Testworx Ltd

Main

Search

Patients

Patients

New

Active

Admin

Users

New Patients
List of New Referrals

Book Initial Assessment

I confirm the initial assessment has been agreed with the client at the following time and date:

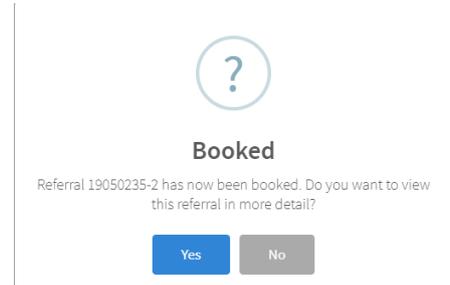
Date: 02/10/2019 Time: 14:00

(Optional) Your Reference
CRO-1724

Cancel Book INA

(Contact information for this case can be found on the Patient Details screen – see “HCML Case Manager”)

Once the INA has been booked you will be asked if you wish to proceed to the Patient Details page. Click Yes to navigate to the patient details or click No to remain on the New Patients page to continue processing other referrals.



7. Existing Patients

7.1. Existing Patients

Existing patients for portal-enabled clinics in your organisation are listed under Patients → Active. They disappear from this list once the referral has been marked as “finished” by the HCML case manager, usually after a discharge report and final invoice has been received, or a incorrectly-referred treatment is closed.

HCML Ref	Patient	Referral Date	HCML Case Type	Case Manager	Clinic	
19050235-2	Mr Scafell Pike	30/09/2019	PMI	Luke Doran Luke.Doran@hcml.co.uk	Testworx Croydon CR0 4RR	View
19050232-2	Mr peny kompbeski	30/09/2019	PMI	Lainey Miller lainey.miller@hcml.co.uk	Testworx Croydon CR0 4RR	View
19050221-1	Mrs Enzo thiggon	15/08/2019	PMI	Halima Umar Halima.Umar@hcml.co.uk	Testworx Croydon CR0 4RR	View
19050215-2	Mr Veni Joan	16/07/2019	PMI	Jake North Jake.North@hcml.co.uk	Testworx Croydon CR0 4RR	View
19061024-2	Mr orren Keynes	10/06/2019	PMI	Steph Apps Steph.Apps@hcml.co.uk	Testworx Croydon CR0 4RR	View

Click on “View” to see the patient details page (shown overleaf)

7.2. Patient Details

The patient details page is where sessions, reports and invoices are recorded. There are three components:

Top bar: This section has information regarding session approvals, dates and reference numbers. It may not appear on small screen devices.

Timeline: The left-hand side of the timeline shows events such as reports, updates and invoices.

The right-hand side of the timeline shows planned and actual session dates.

When viewed on a phone or small format device, this timeline will collapse into a single column.

Side Bar: This section shows key tools and contact details, such as the patient, HCML case manager and relevant clinic, and contains actions such as recording sessions, uploading reports and creating invoices.

Depending on screen resolution, it may appear at the bottom of the screen instead of at the side.

7.3. Session Dates.

Once the INA (6.3 Booking Initial Assessments) or subsequent sessions (below) are planned, they will appear in the timeline – the time and date is shown. From here they can be recorded or edited.

Rescheduling Sessions

Session - Initial Assessment Planned (02/10/2019
13:00)

Record Session
Edit

Should the patient wish to reschedule their session, this can be done prior to the appointment. Simply click “Edit” and update the time and date of the session.



NB: Amending the date will not create a DNA/Late Cancellation charge to HCML, so if the patient DNAs/Late Cancels their session, this should be recorded against the session and further sessions requested from HCML.

Planning (Scheduling) Future Sessions



Initial Assessments are planned from the “New Patients Screen. All other sessions are scheduled via the patient details screen. As long as the “Unbooked Sessions” counter has sessions available, you can click “Plan Session” in the tools section of the sidebar.

Enter the date and time of the session to plan this, for example at the end of the appointment with the patient. HCML will be able to see the planned session (and assist the patient should they phone us to confirm their session time/date).

Date

Time

📅

🕒

Submit Session

Cancel

7.4. Recording Sessions

Recording a session status allows you to update HCML on the status of planned sessions, as well as uploading reports. The recording of sessions *must* be completed to be able to invoice the sessions to HCML at a later stage.

Click the “Record Session” button against the session which has taken place. This cannot be done until the date of the session (see The invoicing panel also appears. This shows all the treatment dates you have set to attended or that were DNA’d/Late Cancelled (and notified to HCML within 1 working day (as per 6.4).

The screenshot displays a web interface for recording sessions and generating invoices. It is divided into two main sections: 'Invoice Details' on the left and 'Sessions Associated With Invoice' on the right.

Invoice Details:

- Invoice Number:** A text input field with a lock icon on the right.
- Invoice Date:** A date picker showing '19/11/2019' with a calendar icon and a 'Set Today' button.
- Invoice Amount:** A display showing '£ 0'.

Sessions Associated With Invoice:

- A list of sessions with checkboxes:
 - Initial Assessment - 01/11/2019 - Attended
 - Treatment - 04/11/2019 - Attended
 - Treatment - 09/11/2019 - DNA
 - Treatment - 16/11/2019 - Attended
- A blue button labeled 'Select All Treatment Dates'.

Treatment Dates Planned:

- Section header: 'Treatment Dates Planned'
- Text: 'These can only be invoiced once the status has been updated'

Treatment Dates Invoiced:

- Section header: 'Treatment Dates Invoiced'
- Text: 'These treatment dates have already been invoiced'

Enter the invoice number you would like HCML to use when paying your invoice, and the date of your invoice. This defaults to “today”.

This invoice number must be unique for your clinic – this is to ensure that invoices are in line with HMRC requirements.

You can choose to invoice for all sessions or specific sessions by checking the boxes on the right-hand side against each date. As you select each date, the total on the left-hand side will be updated.

Once you have finished selecting treatment dates, you can preview the invoice you are about to generate. This will create a draft PDF for you to view.

Once you are happy with the invoice, this can be submitted. This will create the invoice in HCML's case management system, generate the PDF version and upload this to HCML's case management system, notifying the case manager, before redirecting you to the patient's timeline.

On the timeline you can see the invoice has been generated and the View Document button will allow you to download a copy for your records.

*If the invoice is successfully generated there is no need to submit the invoice via the email-based process.
A notification will be sent to the case manager automatically.*

The pricing you have agreed with HCML is used to generate the invoice. Where you have agreed different prices for different clinics, these are catered for within the system. DNA rates are also included

An example invoice is included at Appendix B below.

Known Issues). If the date of the session has changed, please edit the session first as described above.

The only required field is **Status**, which can be set to one of the following sessions.

- **Attended:** A regular session where the treatment has taken place
- **DNA:** No prior warning provided by the patient that they would not be attending.
- **Late Cancellation:** The patient provides less than 24 hours warning that they cannot attend.



The DNA and Late Cancellation status can only be selected within 1 working day of the session's planned date, inline with your agreement with HCML. This is to ensure that HCML can provide support by contacting the customer to understand why the session was DNA'd to prevent recurrence. If you notify HCML later than this, the "DNA – Non Chargeable" and "Late Cancellation – Non Chargeable" session types will be displayed instead. These cannot be invoiced.

Notes can be provided (and are encouraged) regarding each treatment session. These notes will appear on HCML's Case Management System as well as the timeline in the supplier portal.

Once the status has been chosen, if the appointment was attended, you must also select a practitioner from the list of registered physiotherapists. If a locum or new practitioner conducted the session, click "Other" and add the name and HCPC number for the physio.

Once the status and if applicable, notes and practitioner are entered, click Submit to save the session and return to the timeline.



NB: Your agreement with HCML requires you to ensure HCML are made aware of which practitioners do and don't work for you. Notifications should be sent to supplier.admin@hcml.co.uk

Uploading Reports

When recording a session, the option to upload a report is provided. Tick the marked “Upload Report” to see further options.

Select the report type, then click the “Select Files” button to show the “Open” file browser. Only Microsoft Word (DOC, DOCX) and Adobe Reader / PDF files can be uploaded.



NB: Once the file is selected you must click upload first before continuing.

Then click Submit to save the session and send the report to HCML. A task will be created at HCML’s end to review the report.

Requesting Sessions

Whilst uploading reports, you can request additional sessions. These are IN ADDITION to anything already approved by HCML, rather than total.

Tick “Request additional session(s)?” and type or use the arrow buttons to indicate how many additional sessions you are requesting

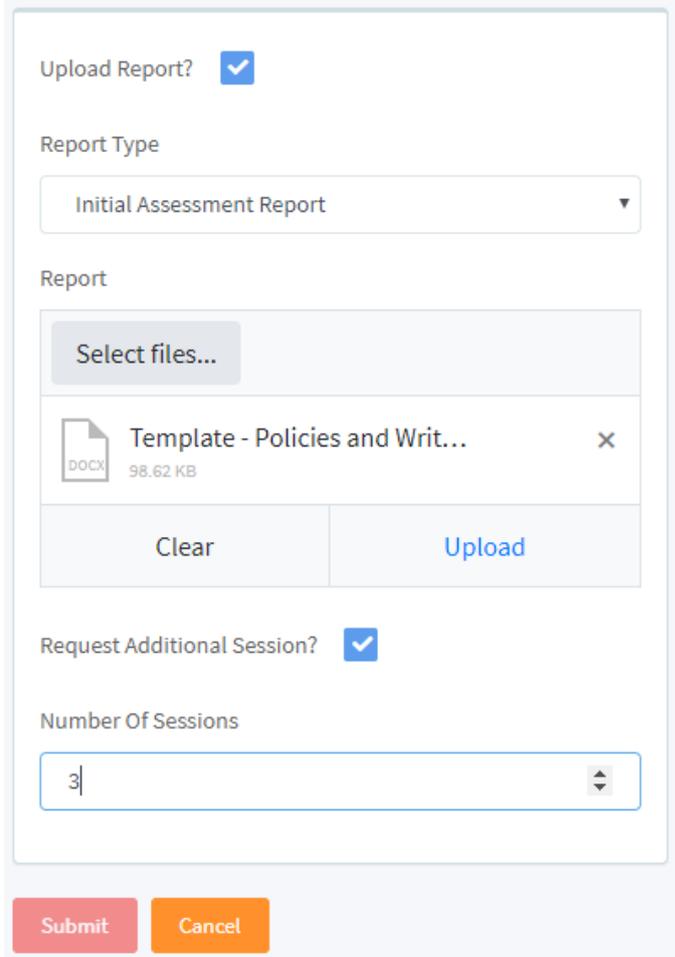
Click submit to request the sessions from HCML.

Receiving Approval

Once sessions are requested, your HCML case manager will receive a task asking them to review the report and requested sessions. Once they update the approved number of sessions on the system, you will receive an email alerting you to the approval (see Appendix – Emails).

Finished Referrals

Referrals which are discharged by you will continue to be available until our Case Manager “Finishes” the referral. This is usually on receipt and review of the final invoice and report.



The screenshot shows a web form for uploading a report. At the top, there is a checkbox labeled "Upload Report?" which is checked. Below this is a dropdown menu for "Report Type" with "Initial Assessment Report" selected. A "Report" section contains a "Select files..." button and a list of uploaded files, including "Template - Policies and Writ..." (98.62 KB). There are "Clear" and "Upload" buttons below the file list. Further down, there is another checked checkbox for "Request Additional Session?". Below that is a "Number Of Sessions" input field with the value "3" and arrow buttons. At the bottom of the form are "Submit" and "Cancel" buttons.

8. Invoicing

Attended sessions can be invoiced using the “Submit Invoice” button found within the tools area on the patient details section. Clicking on this will bring up the invoicing panel. This will display the current clinic prices we have on file for this referral.



If you notice an issue with pricing please contact the HCML supplier management team. It is much hard to correct an invoicing issue once the invoice has been generated via the portal.

Treatment Prices	
Session Type	Price
Initial Assessment	£20.00
Treatment	£20.00

The invoicing panel also appears. This shows all the treatment dates you have set to attended or that were DNA'd/Late Cancelled (and notified to HCML within 1 working day (as per 6.4).

Invoice Details	Sessions Associated With Invoice
<p>Invoice Number</p> <input type="text"/>	<input type="checkbox"/> Initial Assessment - 01/11/2019 - Attended <input type="checkbox"/> Treatment - 04/11/2019 - Attended <input type="checkbox"/> Treatment - 09/11/2019 - DNA <input type="checkbox"/> Treatment - 16/11/2019 - Attended <input type="button" value="Select All Treatment Dates"/>
<p>Invoice Date</p> <input type="text" value="19/11/2019"/> <input type="button" value="Set Today"/>	<p>Treatment Dates Planned</p> <p>These can only be invoiced once the status has been updated</p>
<p>Invoice Amount</p> <p>£ 0</p>	<p>Treatment Dates Invoiced</p> <p>These treatment dates have already been invoiced</p>

Enter the invoice number you would like HCML to use when paying your invoice, and the date of your invoice. This defaults to “today”.



This invoice number must be unique for your clinic – this is to ensure that invoices are in line with HMRC requirements.

You can choose to invoice for all sessions or specific sessions by checking the boxes on the right-hand side against each date. As you select each date, the total on the left-hand side will be updated.

Once you have finished selecting treatment dates, you can preview the invoice you are about to generate. This will create a draft PDF for you to view.

i
Generating
 Generating draft invoice, please wait.

Physiotherapy Invoice (Autobilled)

To: Health & Case Management Ltd		From: Test Physiotherapy Limited	
Melrose House Dingwall Road Croydon CR0 2NE		Test Physiotherapy Clinic 35, Charlton Road Charlton Road Weston : Weston-Super-Mare BS23 4HG	
Invoice Number:	12345	HCML Reference:	19090011
Date:	19 November 2019	Our Reference:	www
Due Date:	18 January 2020		

Treatment Date	Treatment Type	Status	Price	VAT
14 November 2019	Treatment	DNA	£ 15.00	£
18 November 2019	Treatment	Attended	£ 20.00	£
18 November 2019	Initial Assessment	Attended	£ 20.00	£
Total			£ 55.00	£
Total Inc VAT				£

Once you are happy with the invoice, this can be submitted. This will create the invoice in HCML’s case management system, generate the PDF version and upload this to HCML’s case management system, notifying the case manager, before redirecting you to the patient’s timeline.

On the timeline you can see the invoice has been generated and the View Document button will allow you to download a copy for your records.

Attended 2
 DNA 1

Terms: As per latest agreement between HCML and Test Physiotherapy Limited.
 Please quote invoice number on all payments.

Anthony Eeles (19/11/2019 08:30)

Anthony Eeles has submitted a supplier invoice for 19090011-4 with invoice number 112233

(19/11/2019 08:30)

112233 invoice was created

[View Document](#)

i

If the invoice is successfully generated there is no need to submit the invoice via the email-based process.
 A notification will be sent to the case manager automatically.

The pricing you have agreed with HCML is used to generate the invoice. Where you have agreed different prices for different clinics, these are catered for within the system. DNA rates are also included

An example invoice is included at Appendix B below.

9. Known Issues

Late cancellations cannot be recorded until after the session was due to take place.

Issue: In the event of a Late Cancellation, the session still cannot be updated until after the session was due to take place, despite the fact the physio may know it will not be taking place up to 24 hours prior to the session.

Workaround: Wait until the session had been due to take place, then record the session.

Fix: This issue will be fixed in a future release of the portal

DNA/Late Cancellation notification rules are not yet implemented

Issue: DNAs and Late Cancellations notified more than 1 working day after they were planned can still be invoiced, contrary to your agreement with HCML.

Workaround: Do not select a DNA/Late Cancellation which was notified more than 1 day after it was planned when preparing an invoice.

Fix: The “non-chargeable” DNA/Late Cancellation feature will be enabled in a future portal release.

VAT number does not appear on the invoice

Issue: The VAT number for a clinic / organisation does not yet appear on the autogenerated invoice.

Workaround: None.

Fix: This will be resolved in a subsequent release.

Ad-hoc agreed session costs cannot be invoiced via the portal

Issue: Where the RCM and Clinic have agreed non-standard prices, these cannot be invoiced using the Submit Invoice functionality on the Patient Details screen.

Workaround: Non-Standard invoices will continue to be invoiced via the email-based method for the HCML case manager to approve.

Fix: None planned.

Reports cannot be corrected via the portal

Issue: If a report requires correction there is no way to upload a corrected copy via the portal at present.

Workaround: Email the report to the case manager using the contact details on the Patient Details page.

Fix: Planned for a future release.

DNAs & Late Cancellations are taken from the overall approved number.

Issue: A DNA'd or Late Cancelled session is taken from the no. of IA/Treatment services the RCM approved.

Workaround: Email HCML to request additional approval (IA)or submit an interim report at the end of the allocation sessions

Fix: *Initial Assessment:* In a future release, if the IA is DNAd, the first time this happens a second IA slot will be created and auto-approved.

Treatment Sessions: None planned – DNAs should be considered part of the session approval and an interim report uploaded when all sessions are attended, DNAd or late-cancelled.

Cannot change the clinic location from the one referred for.

Issue: On first contact with the patient, if a more suitable location is available there is no way to change the clinic.

Workaround: Decline the referral and ask the Case Manager to resend the referral to the patient's chosen location

Fix: A future version of the portal will allow you to change the location at the point of referral.
NB: There are no plans to allow changing location mid-treatment. HCML would prefer patients are treated at one location only.

10. Changes fixed since last version of this guide:

Sessions could not be invoiced using the Portal

Issue: The invoicing functionality was hidden from the portal

Fix: This feature has been fixed in the latest version of the portal

Slow Search Screens

Issue: Active Patients, New Patients or the Search screen itself was slow to load data at peak times.

Fix: The search speed has been resolved in the latest version of the portal

Users must be managed by IT

Issue: Users could not be promoted to Admin or have their access revoked by portal users.

Fix: This functionality is now available.

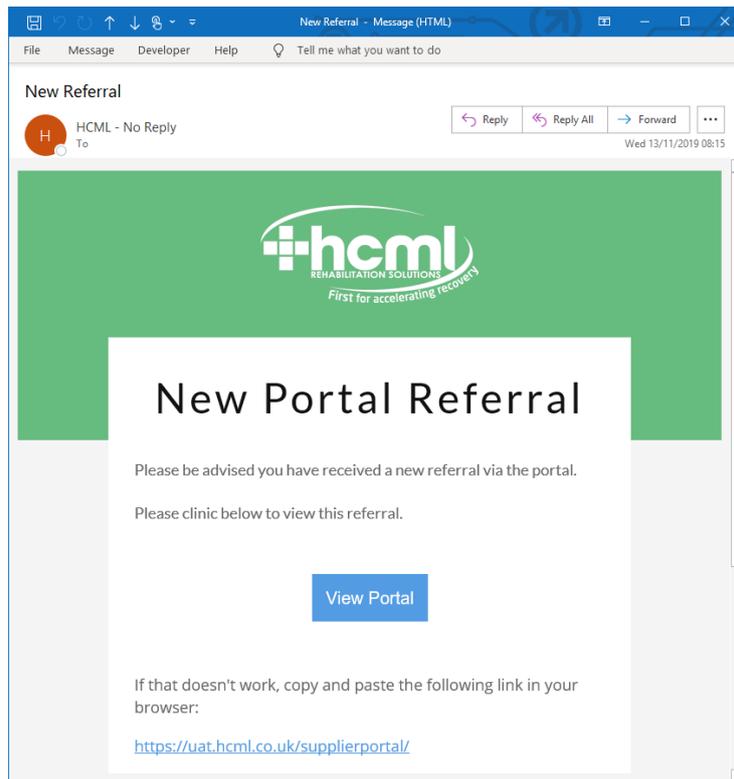
Appendix A – Emails

The following provides some examples of emails which are sent via the HCML system. Emails will come from noreply@hcml.co.uk. This mailbox is not monitored, and replies sent to this email address will be lost.

All emails are sent to the email address HCML hold on record for referrals to each clinic.

New Referral

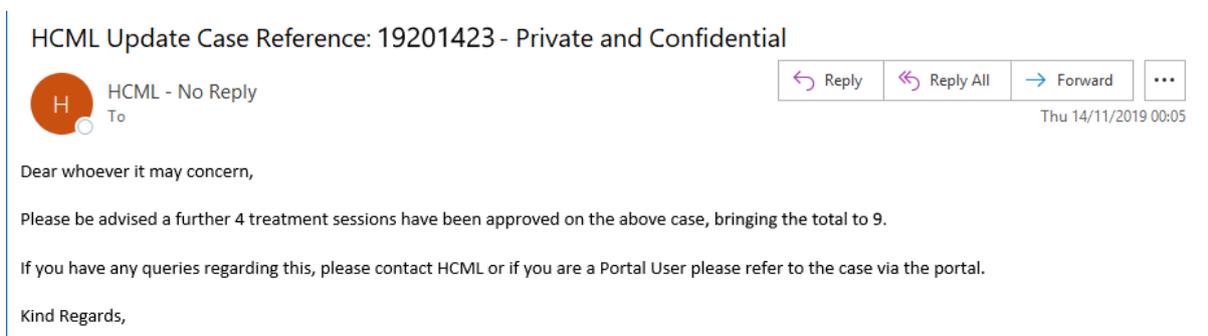
This email is sent 15 minutes after the referral is added to the portal by the HCML case manager.



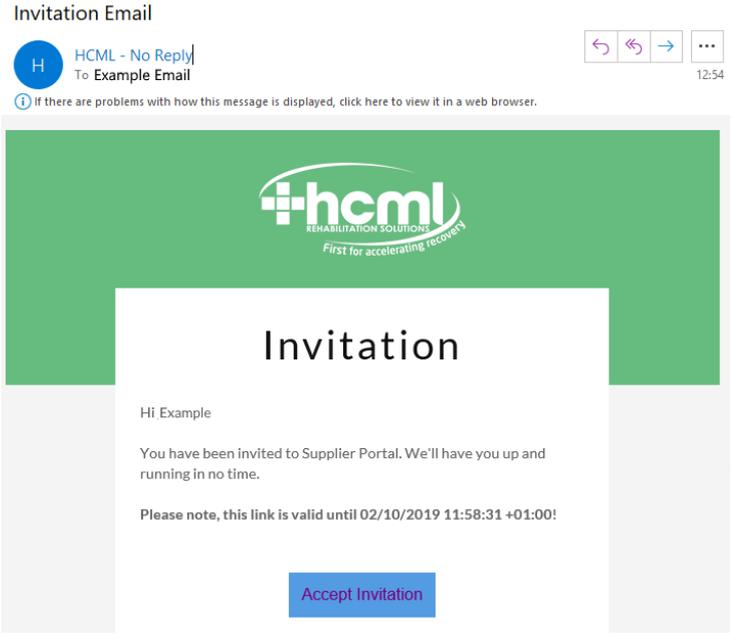
Session Approval

This email is sent immediately after an RCM approves additional sessions. It includes both the additional approval and the total number.

NB: This email is sent *regardless* of whether a clinic uses the portal or offline methods to communicate with HCML.



Invited Users



Invited users will receive this email when an administrator has added them to the portal.

It contains the link to accept the invitation and the expiry date.

Appendix B – Sample Invoice

Physiotherapy Invoice (Autobilled)**To: Health & Case Management Ltd**

Melrose House
Dingwall Road
Croydon
CR0 2NE

From: Test Physiotherapy Limited

Test Physiotherapy Clinic
35, Charlton Road Charlton Road Weston Super Mare
Weston-Super-Mare
BS23 4HG

Invoice Number: 12345

Date: 19 November 2019

Due Date: 18 January 2020

HCML Reference: 19090011

Our Reference: www

Treatment Date	Treatment Type	Status	Price	VAT
14 November 2019	Treatment	DNA	£ 15.00	£ -
18 November 2019	Treatment	Attended	£ 20.00	£ -
18 November 2019	Initial Assessment	Attended	£ 20.00	£ -
Total			£ 55.00	£ -
Total Inc VAT				£ 55.00

Attended **2**
DNA **1**

Terms: As per latest agreement between HCML and Test Physiotherapy Limited.

Please quote invoice number on all payments.