



Natalie Claudio <natalieclaudiomassage@gmail.com>

Elizabeth Kiel Claim number GF084789

4 messages

Natalie Claudio <natalieclaudiomassage@gmail.com>

5 February 2024 at 17:42

To: MFALZON@gio.com.au
Cc: Elizabeth Kiel <lizkiel62@gmail.com>

Dear Mark,

I refer to previous emails in relation to treatment for Elizabeth.

I am writing to seek approval for further remedial massage treatment of 5 consultations for Elizabeth Kiel.

Elizabeth was referred for remedial massage last year. She presented with ongoing pain and neural sensitivity with her R shoulder arm and hand. This has also affected her upper back due to the altered position Elizabeth holds to support her shoulder injury.

Treatment continues to be guided by the neural sensitivity which increases when compressive effleurage massage techniques are applied to her arm and hand during treatment. Focus has been to massage her tightness with her upper back caused by her altered postural position.

I recommend 5 sessions to help relieve this tension that Elizabeth experiences.

I look forward to hearing from you.

Warm regards,

Natalie

**Natalie Claudio** <natalieclaudiomassage@gmail.com>

13 February 2024 at 10:30

To: MFALZON@gio.com.au

Hi Mark,

I am following up with this email.

I have a scheduled appointment with Liz Kiel tomorrow morning at 9am and am asking if you could confirm if this request for 5 treatments will be approved?

warm regards

Natalie Claudio

Sent from my iPad

On 5 Feb 2024, at 5:42 pm, Natalie Claudio <natalieclaudiomassage@gmail.com> wrote:

[Quoted text hidden]

FALZON, Mark <MFalzon@gio.com.au>

13 February 2024 at 10:34

To: Natalie Claudio <natalieclaudiomassage@gmail.com>
Cc: TAS WC Claims <wcclaimstas@gio.com.au>

Hi Natalie,

Thank you for your email.

Yes we approve the 5 treatments.

Kind Regards,

Mark Falzon

Senior Claims Advisor

Personal Injury Claims Tasmania

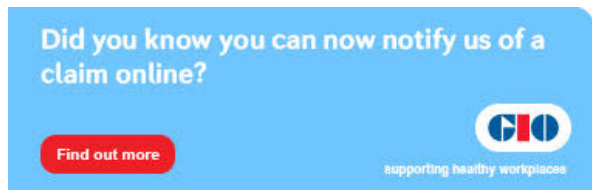
Phone: (03) 90755503 Fax 1300 725 847

Email: wclaimstas@gio.com.au

212-218 Murray Street Hobart TAS 7000

GPO Box 1136 Hobart TAS 7001

www.gio.com.au



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You may receive a survey from customer monitor via email around the service you have received. I would really appreciate it, if you could take a moment to complete the survey and provide positive feedback for me.

From: Natalie Claudio <natalieclaudiomassage@gmail.com>

Sent: Tuesday, February 13, 2024 10:30 AM

To: FALZON, Mark <MFalzon@gio.com.au>

Subject: Re: Elizabeth Kiel Claim number GF084789

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Natalie Claudio <natalieclaudiomassage@gmail.com>

To: "FALZON, Mark" <MFalzon@gio.com.au>

13 February 2024 at 10:35

Thanks Mark

Sent from my iPad

On 13 Feb 2024, at 10:34 am, FALZON, Mark <MFalzon@gio.com.au> wrote:

Hi Natalie,

Thank you for your email.

Yes we approve the 5 treatments.

Kind Regards,

Mark Falzon

Senior Claims Advisor

Personal Injury Claims Tasmania

Phone: (03) 90755503 Fax 1300 725 847

Email: wclaimstas@gio.com.au

212-218 Murray Street Hobart TAS 7000

GPO Box 1136 Hobart TAS 7001

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