



TERMS & CONDITIONS OF THE PRACTICE

Practice, Fees & Payment: This practice bills according to a billing policy and all medical schemes settlement differs from scheme to scheme and plan type. To enquire about your *medical scheme rates* and *plan type*, kindly contact your scheme directly for information. Our fees cover your practice visit and any equipment or medicines used during consultation. Our fees exclude cost of hospital admission (ward, theatre and other hospital fees), Pathologist, Anaesthetist, Radiologist and Therapist involved in your care. In some cases we have entered into global fee arrangements with certain medical schemes, then a single fee would cover various aspects of your healthcare as provided by certain professionals and hospitals. All accounts must be settled within 30 calendar days of the date of the consultation. If you have not received any account from the practice within 30 days, please contact the practice immediately. By selecting our practice you consent to us submitting your account to your medical scheme. This however does not mean that your scheme has received or that they accept full liability for settlement of your account. It remains the adult / patients, responsibility to ensure full settlement is received regardless of pre-authorisation from your scheme or whether you are a dependant on someone else medical scheme. In the event of co-payments / part payment for treatment, you are liable to settle within 30 days of the date stated on your account received. Should you not wish your account to be submitted please notify us before leaving the practice. By signing this document you are confirming that all the information provided is true and correct and that the patient is indeed a member with a valid membership at the date of consultation. If the account is not settled after the required number of days, we will give in terms of the National Credit Act, notice of 20 working days that your account is in arrears. If you fail to settle within the next 10 days thereafter the account will be handed over for debt collection. This may result in a bad credit record and the practice reserves the right to charge the maximum amount of 2% interest per month on all outstanding accounts. You will be responsible for all cost incurred and should you feel that your medical scheme should have settled your claim in full, you may lodge a complaint addressed to your medical scheme alternatively you may contact the Council for Medical Schemes.

On Time Performance: We try our best to render a service at the set times appointed. In the event of emergencies, which may be unforeseen in most cases, we will if possible notify you should we run late.

Complaints: Should you wish to direct a complaint or concern, kindly use the practice complaints policy and form as first port of call. We aim to ensure that all complaints and concerns will be addressed appropriately and expeditiously. Please request the necessary document at reception.

Purpose & Nature of Healthcare: You confirm that you understand that in healthcare, results cannot always be predicted or guaranteed. Results also depend on one's body and how it reacts to treatment and or procedures. Your own behaviour or that of your child or person under your legal care may affect the outcome (You agree to follow instruction of the healthcare professionals and attend the required follow up consultation). If you do not follow the instruction you cannot hold the Practice or its staff liable for any consequences thereof.

Children & Healthcare: You confirm that as a parent or legal guardian, you are legally liable to cover the cost of your child's healthcare even if the Children's Act allows children to provide consent to treatment without your my consent.

Equipment, Medical Devices & Medicines: For changes / substitutes in medication (generic substitutions) or device we shall obtain your consent first. This might not be possible in theatre but we will inform you thereafter. In some instance we may use 'off label' products, this means that the specific product is not registered in South Africa, we do however ensure that there is scientific backing for the use. Pharmacy and health legislation prevents us from taking back medication or equipment provided to you and we cannot refund such products. We shall report any negative consequences of medicines and or medical devices to manufacturers and authorities.



Confidentiality: This document including the patient registration form, constitutes a contractual agreement by the practice to protect all personal information in confidence and is align with the ethical and professional duties placed on healthcare professional to preserve confidentiality. We may only release information with your written consent, please request the consent to disclosure form to place your request. The following special cases exist where law compels us to disclose your personal or healthcare information and by agreeing to our service you acknowledge this legal duty that we have to disclose:

- To your medical scheme: diagnostic codes, details of treatment and or operation so that the scheme can evaluate benefits and treatment plans.
- To referring healthcare professionals involved in your care
- Compensation Commission or Road Accident fund for claiming purposes
- To cancer registry (if applicable)

Some medical schemes provide information on all the dependants including main member. We do not accept any liability for any personal or health information that is disclosed as a result and you should direct queries on this matter to your medical scheme.

Patient | Client | Consumer duties (National Health Act, 2003)

You must adhere to the rules of the practice and any instruction given to you by staff or healthcare professionals. You have the right to ask questions and to have them answered. If you do not ask any questions, we will assume that you understood everything and you are satisfactory with everything.

You or family or other persons that come into the practice should not harass the healthcare professionals and staff. They must be treated with respect, if not we are allowed by law to refuse treatment or continue treatment. In such cases we will refer you to another Practice.