

## **TERMS OF TRADE**

**The following Terms of Trade apply to services provided by Westland Medical Centre to its patients.**

**By using our services, the patient agrees to the following Terms of Trade:**

- **Consultation fees must be paid prior to consultation.** Payment shall be accepted by cash, Eftpos, auto payment or online banking.
- We reserve the right to ask for payment on arrival. This may apply to:

### **International / Visitors / Casual Patient-non enrolled patients**

- First appointment for new patients
- Patients who have an outstanding account or a previous debt
- Appointment times are 15 minutes, if you have multiple issues to discuss please book an extended consult at Reception. An additional fee of \$40.00 per extra 15 minutes will apply for extended appointments.
- Following your appointment, any further fees or credits will be emailed.
- Variations to the Terms of Trade may occur from time to time, we will notify the patient by way of invoice-receipt of which shall be deemed acceptance by the patient.
- If you prefer your letters to be sent via **post a fee of \$2.50** will apply. Electronic mail is at no cost to the patient, please ensure that the email you would like to use is registered to your name.
- A current price list is displayed at the Reception counter and waiting room. Prices quoted for services may be adjusted from time to time. These charges take into account factors such as complexity of treatment, time spent, cost of running a practice and funding available from the government, public agencies and other sources.

### **CANCELLATIONS / LATE ARRIVALS / MISSED APPOINTMENTS**

- For all booked appointments there is a fee if you do not arrive (DNA) or have missed your appointment.
- Please ring reception 03 755 8180 to cancel or reschedule your appointment **at least 1 hour before. Please do not email to cancel your appointment.**
- **You may be asked to rebook if you arrive 5 minutes** or later to your scheduled appointment. We reserve the right to charge for missed appointments.
- Telephone consults are charged at \$29.50. Please ensure that your contact number is correct and you are available to answer your phone. The clinician will attempt to contact you twice, failure to answer will now require you to book a face to face consult.

### **LATE PAYMENT**

- For all appointments not paid in advance, **\$10.00 admin fee will be automatically added.**
- **\$15.00 Administration Fee applies per month** for unpaid accounts after 30 days.
- Following this if we do not receive your payment or hear from you about how you intend to make payment, no further credit will be granted until your outstanding account is paid in full or you have established an automatic payment that reduces your debt.
- Where patients are in breach of payment terms, we reserve the right to decline further non-life threatening appointments until the outstanding account including fees are paid in full.
- We will work with patients who are concerned about their ability to pay. It is best to arrange a payment plan that is acceptable and manageable rather than have debt accumulate. Please discuss your account with the Practice Manager. Setting up an automatic payment can be very useful to manage your account.

### **Respect / Manaakitanga:**

- During the course of your consult, the rapport between patient and clinician could breakdown due to unrealistic patient expectations, demands for controlled medications or interpersonal differences. Should there be a breakdown in the rapport between the patient and clinician, the clinician will gently inform the patient of the need to end the consultation. The Practice Manager reserves the right to refund any monies or not.
- Offensive, threatening or abusive behaviour, including language, will not be tolerated and will be responded to accordingly. This may include issuing a warning, reporting a matter of concern to the police, or modifying or restricting access to our services.

### **Dispute**

Please reach out to us 03 7558180 should you have any queries or a dispute about your accounts.