

## **TERMS OF TRADE**

### **FEES**

All accounts are payable in full immediately after the consultation unless you have set up an automatic payment. An administrative fee of \$10 will be added if not paid on the day of consultation.

Fees may be varied up or down depending on the complexity of the consultation or services required.

New patients and all casual and non-residents will be asked to pay prior to their consultation.

All vaccines which are not part of the New Zealand Immunisation Schedule, e.g., travel vaccines are to be paid for the day they are given.

If you do not attend for a booked appointment and you have not contacted us to cancel the appointment with sufficient notice (2 hours), a non-attendance fee of \$50.00 may be charged.

### **ACCOUNTS**

During the first week of each month, unpaid accounts are sent out via text or email. Patients who do not have email/or cell phones or have identified as No Text Messages (SMS) will continue to receive a paper statement.

Payment is due on the 20<sup>th</sup> of the month following consultation or service.

**Payment can be made by Internet Banking – 06-0507-0833810-000**

If your financial situation prevents you from making payment, please see reception to make arrangements to pay off your account. An automatic payment is a good way of managing the costs of your healthcare. Unpaid accounts of more than 90 days may be lodged with a debt collection agency.

### **APPOINTMENTS**

A standard consultation is 15 minutes long. During a standard consultation the doctor may complete one complex or two simple matters. The doctor will advise you if multiple requests cannot be met within a standard 15 minute consultation and deal with the most clinically urgent item at your initial appointment.

An extended consultation is 30 minutes long. If you request an extended (double) consultation, this must be requested when booking your appointment. The charge for a double consultation is double the standard consultation fee.

### **PATIENT CODE OF CONDUCT**

Our Medical Centre has a zero tolerance of threatening behaviour that is aggressive, culturally insensitive, racist, intimidating, or the use of offensive language towards our staff or patients. Threatening behaviour will result in a patient's enrolment being terminated and, in some cases, trespassed from the Barrington Medical Centre.

Any patient, friend or family of patients that abuses, threatens, or insults any of our staff in person or over the phone will be asked to leave the practice or end the phone call.

By signing below, I certify that I have read and understand the above statements.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Relationship if NOT the person named on the form

Full Name (please print) \_\_\_\_\_