

Terms of Trade

We provide a PAY on the DAY service:

It is expected that all services are paid for on the day they are provided, as per the Price List displayed at the Reception Desk – invoices will no longer be mailed to patients.

We are here to help. Enrolled patients, who are concerned about their ability to pay, should discuss this with a staff member. We would prefer to have a plan in place which is acceptable and manageable, rather than spend time chasing outstanding accounts.

We reserve the right to ask for payment on arrival (before a service is provided, to ensure payment)

This may apply to:

- ***Visitors (non-enrolled patients)***
- ***Those who have an outstanding account***
- ***Those who have had a previous debt with us***

- All accounts are payable in full immediately after consultation. If an account is not paid within 45 days after consultation, Tahunanui Medical Centre may refer outstanding fees to a debt recovery agency.
- I have read and understood the Information Sheet about enrolment, privacy and confidentiality of information.
- I understand that under the privacy laws my doctor may be passing information to other health organisation to be used in a non-identifiable manner for populated health statistics. For funding purposes my doctor may be required to provide some identifiable information to other health organisations.
- I acknowledge that if I provide false and/or misleading information, I may not meet the eligibility criteria for subsidised care and/or other benefits, and will have to pay full price for my own healthcare.

Those who do not pay on the day will:

- have a late payment fee of \$10 applied to their account.
- be reminded that they left without paying and that a \$10 late payment fee has been added to the account (this will be removed if payment is received by close of business the following day).
- receive a follow-up after 7 days if the account remains unpaid; and after 14 days, another \$10 will be added to the account, to cover administrative costs.
- ***if the account remains unpaid for more than 45 days the account may be referred to a debt recovery agency and will incur debt recovery fees. This may affect your future ability to get credit at banks and/or hire-purchase at retail businesses.***
- By use of the Medical Centre services, I hereby agree to the Terms of Trade

Regular automatic payments: Where an automatic payment has been arranged, payment should cover the full cost of services, if not an additional payment will be required. If the debt remains after 45 days, the account may be referred to a debt recovery agency and may incur recovery costs and legal fees.

Missed appointments: Any person who does not attend their appointment, without giving reasonable notice or reason, will be required to pay for the missed appointment at the usual consultation rate.

Prescriptions: People requesting faxed or urgent prescriptions, or those who do not pay when they collect a prescription, will:

- Be reminded of the cost and be provided with our bank details to pay by direct credit.
- Receive a follow-up text, email or phone call after 7 days if the account remains unpaid.
- After 14 days, \$10 will be added to the account to cover the costs associated with chasing payment and future prescriptions may not be declined until the account is paid in full.

What Your Enrolment Information Is Used for:

Practices typically hold two types of information about you:

- Non-clinical information (your name, address etc...)
- Clinical information (what you talk to the doctor or nurse about in the privacy of the consulting room, plus any laboratory tests undertaken, diagnoses made or medicines you are prescribed)

Non-clinical information:

- The practice is required to pass on your non-clinical information to the PHO, its administration agencies and HealthPAC (the payment arm of the Ministry of Health) in order to obtain the funding that gives you subsidised care.

Clinical information:

- Our health care professionals (doctors & nurses) make notes of what you talk to them about. These notes help them to provide good care for you (it is also a legal and ethical requirement that they do so). This information is kept on the practice's own computers (and/or paper records). This information is not normally passed to anyone outside the practice.
- However, if you need a laboratory test or a prescription, or are referred to a specialist or hospital, some of your information will need to go to that other person or organisation, in order for them to be able to provide proper care for you. Similarly, if you are part of some of our programmes (e.g. Care Plus, diabetes) some information will go to the PHO and the particular providers of those programmes, to help make sure these programmes are working well for you and other people. You will be asked to consent for this when you are enrolled in any such programmes.
- Finally, this practice and PHO are part of a national quality improvement programme, called the PHO Performance Programme. So that we can measure how well we are caring for you and compare our services with other PHOs, we need to electronically supply clinical information attached to your National Health Index (NHI) number but without any details of your name or address. This data will be used to produce reports for the District Health Board and Ministry of Health that do not identify you individually in any way.