GENERAL TERMS AND CONDITIONS

Pricing Fees and Payment

Fees are determined based on the following guidelines:

Billing Policy

This practice charges either a standard tariff or the tariff set by the medical schemes we are contracted with. Several factors may influence the tariff, including your membership with a medical scheme, the specific scheme, the contract with the scheme, and the plan or option of the medical scheme.

The practice may enter into agreements with certain medical scheme options each year. In such cases the practice is required to charge according to the fee structure agreed upon with that scheme.

If the practice has not contracted with a scheme (option), the fees that we charge and the benefits awarded by your scheme may not overlap. This would mean that you may be required to pay the difference or in some cases, depending on the patient's medical scheme, pay for the treatment in full.

Please ensure that we have your most up-to-date contact details to avoid missing any important communication from us. If we are unable to reach you and your account remains unpaid, we may contact the person(s) listed on your personal information form.

We encourage patients to contact us promptly if they experience any issues with payments of their accounts.

Medical Scheme Terms and Tariffs: The fees for medical scheme patients differ depending on the scheme and plan. Please check directly with your scheme for the relevant details. You acknowledge that the fees charged by the Practice may be different from the benefits to be paid by the medical scheme. Co-payments may apply depending on the scheme and plan you are on. It is your responsibility to obtain pre-authorisation from your medical scheme for any appointment at this Practice or for any treatment or procedures which will be performed by a doctor of this Practice. You understand that pre-authorisation is never a guarantee of payment and that should your Medical Scheme not cover any pre-authorised appointment, treatment or procedure, for whatever reason, you will be liable for this amount.

What The Fees Cover: Fees include the consultation and any additional services provided during the visit, such as communication with the multi-disciplinary team, report writing, repeat prescriptions, and any email, SMS, or phone communication between the doctor and yourself or your medical aid.

What Our Fees Do Not Cover: Our fees do not include hospital costs (e.g., ward fees), pathology (such as blood tests), or therapy fees. Please discuss these costs directly with the respective providers.

Hospital Visits and Emergencies: Charges for hospital visits and emergency care are based on the medical aid tariff structure. Private patients will receive a quote in advance from the receptionist. Please be aware that the cost of healthcare can vary depending on how your body responds to treatments or procedures. The law permits us to intervene in order to save your life or to prevent or minimize harm. We will charge for any costs incurred in such situations.

Account Settlement: All accounts are due for payment within 30 calendar days from the date on the invoice. If you have not received an invoice within 30 days, please notify the practice immediately.

Late Payment and Debt Collection: If your account remains unpaid after 30 calendar days, we will issue a 20-working-day notice per the National Credit Act. If payment is not received within 10 days of this notice, we will initiate debt collection procedures. You will be responsible for any costs incurred in the debt collection process.

Interest shall be charged on all overdue accounts calculated at 2% per month from the due date until the date of payment.

A certificate issued by the consulting doctor showing the amount owing by the patient shall be prima facie proof of the amount of any indebtedness and also the fact that payment of the amount is due and payable.

The patient hereby chooses its domicilium citandi et executandi for all purposes hereof at the address and contact details on the application. Any notices to be given for any purpose in terms of this agreement shall be in writing and delivered by hand at the chosen domicilium or sent by e-mail and be regarded as having been received on date of delivery, or if sent by e-mail on the date of despatch.

Personal Liability for Account Settlement: As an adult, you are personally and fully responsible for settling the entire account, regardless of whether your medical scheme provided pre-authorisation or paid the full amount. This responsibility also applies if you are a dependent on someone else's medical scheme.

By choosing this practice, you -

1. Agree to allow us to submit your account to your medical scheme. This does not guarantee that the scheme has received the account or accepts responsibility for payment. Please verify this directly with them. If you prefer not to have a specific account submitted to your medical scheme, kindly inform us before you leave the practice.
2. Ensure that your membership (whether as a principal member or beneficiary) is valid at the time healthcare services are provided.

Dispute Resolution: If you believe your medical scheme should have paid the full amount, you may file a complaint with the Council for Medical Schemes by fax at (012) 431-0608 or via email at complaints@medicalschemes.com.

Missed Appointments and Late Cancellations: Appointments must be cancelled at least 24 hours in advance. Cancellations made with less than 24 hours notice or missed appointments will incur a charge at the standard rate.

Patients 12 – 18 years old

The Children's Act, 2005 allows a child to provide consent to treatment without the consent of their parent or legal guardian (children 12 – 18 years who understand the implications of the treatment).

If the Practice treats or consults with your child, you confirm that you understand that, as a parent or legal guardian, you are legally liable to cover the cost of your child's healthcare, even if you are not aware that they have been seen by the Practice. You also confirm that you understand that before any procedure on a child, there is a special legal dispensation and forms that must be used and completed.

Purpose and Nature of Healthcare

You acknowledge that in healthcare, outcomes cannot be guaranteed, as results are influenced by how your body responds to treatment.

You also understand that your own behaviour, or that of your child, may impact the effectiveness of the care provided. You agree to adhere to the instructions given. Should you fail to do so, you accept that the Practice and its staff will not be held liable for any adverse consequences.

Service Timing and Delays:

While we strive to provide services at the scheduled time, there may be instances where a previous patient requires additional time or an emergency takes priority. By agreeing to our services, you acknowledge and accept this possibility. If feasible, we will notify you in the event of any delays.

Communication:

The practice communicates via email and phone messages during working hours. Please allow adequate time for a response. In the case of an emergency, please proceed to the nearest emergency department for assistance.

Complaints & Concerns

The practice is dedicated to addressing all complaints and concerns in a timely and effective manner. If you have any issues, please email your concern to the practice directly. We encourage everyone to follow this process before reaching out to any external organisation.

Mental Healthcare Act

You may have been referred to this practice as part of the procedures outlined in the Mental Healthcare Act, which governs our practices. If you have any questions regarding how this Act applies, please feel free to ask us.

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

You must follow the rules of the practice and comply with any instructions provided by the staff or healthcare professionals.

You have the right to ask questions and receive clear answers. If you choose not to ask questions, we will assume that you fully understand and agree to all aspects of your care.

You, your family, or any accompanying individuals should treat our healthcare professionals and staff with respect. Any form of harassment will not be tolerated. If this occurs, we are legally entitled to refuse or discontinue your treatment. In such cases, we will refer you to another practice for care.