

Healthzone Medical

Terms and Conditions / Terms of Trade 2024

Terms of Trade

By accessing our services, you acknowledge the following terms and conditions apply:

For appointments:

- When booking a 15 minute appointment, you acknowledge that this involves GP/Nurse time, their work outside actual time spent with you (e.g., completing clinical notes, paperwork) and any administrative requests they need to complete for you (e.g. scripts, work certificates, etc).
- A consultation fee will be charged for Nurse time when nurses are completing tasks outside of giving brief advice.
- We may charge you for extra time with the GP if your appointment runs over time. For example, if you booked a 15 minute appointment but your consult ran for longer than 15 minutes, an extra charge may be applied as per the discretion of the GP.
- If you are a Visitor Patient (eligible to enrol but choose not to or ineligible), you will be required to prepay for services you accessing.
- Follow up appointment charges only apply to appointments booked within 48 business hours after the initial appointment. Appointments outside the 48 business hours will be charged at full price unless specified by the GP or Management.

For requests completed outside of appointment time:

- Any administrative requests (referrals, forms, etc) that cannot be completed safely in that time will incur additional admin fees.
- Any contact/request via ManageMyHealth or email that requires the GP to collect more information from you to fulfil your request (e.g. referral, script or advice) may be subject to a consultation or follow up consultation fee, or an admin/paperwork fee.
- If you request for administrative tasks to be completed (e.g., scripts, referrals, paperwork, etc) and it has been completed, the fee cannot be waived if you change your mind.

Payment and Pre-payment:

- The practice does not offer any account, “credit” or “pay later” facilities to patients.
- Payment is expected at the time of an in-clinic service when you have presented to the practice – unless approved by management.
- You may have to prepay for certain services or where special supplies must be pre-ordered,
- Pre-payment is expected for all virtual services including prescriptions, virtual consultations, and other administrative services.
- Outstanding accounts must be settled before new services (virtual or in-clinic) can be delivered.
- If you have an outstanding account at the time of a requesting a new service (virtual or in clinic) you must prepay for the requested service as well as the full account balance.
- All other current outstanding accounts must be settled within 28 days of accessing services.
 - Within this time, if payment cannot be made in full, it is your responsibility to notify the practice so payment options can be arranged to avoid penalty fees or referral to debt collection
- If no contact has been made by you and payment is not made within 28 days, an overdue account fee of \$20.00 will be charged to your account and it will be passed on to a Debt Collection Agency.

- Once referred to a Debt Collection Agency, you will be liable to pay for any collection costs **in addition** to your outstanding debt.
- If you have an outstanding account and have not responded to any notifications for payment, we reserve the right to decline any services until payment has been made (either in full or partial).
- If payment becomes an outstanding issue, we may ask you to complete a 'Terms of Trade' agreement before access to service can be continued.

We reserve the right to change or update our Terms and Conditions at any time.

Cancellation Policy

Appointment reminders are automatically sent to you 24 hours and 2 hours before your booked appointment.

To ensure we have appointments for patients who need them, we reserve the right to charge a DNA (Did Not Attend) fee of \$40 when appointments are missed twice in a row.

If you need to cancel your appointment, please do so **2 hours before your appointment** via email (reception@hzmedical.co.nz) or phone (09 477 2090).

Current at 1 March 2024

Healthzone Medical Limited t/a Healthzone Medical