

Terms of Trade – Lincoln Medical Centre

Thank you for enrolling for your medical care with Lincoln Medical. Please take time to read our Terms of Trade and Code of Conduct.

Payment is expected on the day of consultation or service.

Non-payment on the day will incur a \$5 account fee.

Lincoln Medical does not hold patient accounts. Some services/procedures will be quoted prior to your attendance and payment may be requested prior to service.

Please note that Lincoln Medical Centre does not offer a discount for follow-up appointments.

Payment methods available for our patients:

- Eftpos
- Mastercard/Visa
- Direct Bank Credit
- Southern Cross Easy Claim

We do not accept American Express (AMEX)

We welcome direct credit payments to our ASB bank account **12 3191 0025940 00**

(Please quote your name and date of birth as a reference for the payment)

Direct Credit payments received into the Lincoln Medical bank account **within 24 hours** of the consultation will not incur account fees.

Non-attendance Fee: Failure to attend your appointment or cancellation less than one hour prior to your appointment time **will incur a \$30 charge (\$10 for under 14s).**

Statements: We no longer send monthly paper statements of accounts, unless specifically requested*. Monthly text messages are generated, notifying you of any outstanding balances. Patients who do not have cell phones will continue to receive paper notification of outstanding balances.

**full transactional paper statements are available on request to be collected from the practice or emailed*

PTO➔

Outstanding accounts of more than 90 days may be referred to our Debt Collecting Agency, Baycorp.

Further medical attention* may be withheld pending payment or appropriate arrangements of payment of the debt. Online booking access will be blocked until the debt has been cleared.

**excludes urgent medical attention which we have a duty of care to provide*

All costs incurred in the recovery of your debt will be added to your account and clearly shown as Baycorp Recovery costs.

Talk to us! We appreciate that medical costs can put pressure on your finances as they are hard to plan for . . .

If you have difficulties in settling your account, we will work with you to set up a regular automatic payment to ensure that your medical bill does not escalate. Our receptionist can provide details of our bank account for you to set up regular Automatic Payments .

Code of Behaviour

As a patient you deserve to be treated with care and respect, which is why we have a Code of Behaviour.

Our staff are responsible for providing professional care and support towards your wellbeing and health, while ensuring cultural values and religious beliefs are respected. In return you are expected to treat all staff and fellow patients with the same respect. If you and/or your support person direct verbal abuse at our staff in person (or over the phone) we have the right to request you leave the premises (or terminate the call).

Honest co-operation is expected once treatment is agreed upon and you must accept responsibility for your personal health care.

If you are unable to adhere to these guidelines then you may wish to seek health care elsewhere. By following the Code of Behaviour, we are together ensuring a safe and friendly environment for everyone present.

If you have any questions or concerns regarding our Terms of Trade, please ask our receptionist or contact us: Email: info@lincolnmedical.co.nz

I have read and accept the Terms of Trade in enrolling with Lincoln Medical Centre

PLEASE PRINT NAME: DATE OF BIRTH

Signed:

Date: