Terms of Trade – Lincoln Medical 2024 LTD

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

Payment is expected on the day of consultation or service. Our fees are available on our website or please ask one of our staff. **Non-payment on the day will incur a $10 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.

To support New Patients into the practice, it is our position that all new patients over the age of 18 years will be required to have a New patient appointment of 15minutes with a practice nurse, followed by a 15/30minute appointment with a clinician (Nurse practitioner/GP). The charge for a New Patient Initial consult is $106

Please note that Lincoln Medical 2024 Ltd 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 welcome direct credit payments to our BNZ bank account **02-1268-0136835-00**
(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 $37 charge ($17 for under 14s).**

Statements: We no longer send monthly paper statements of accounts, unless specifically requested*. Monthly text messages and emails are generated, notifying you of any outstanding balances, which is also available on the MyIndici patient portal.

Patient Portal (myindici) access will be suspended for those with overdue accounts.

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

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

Further medical attention* may be withheld pending payment or appropriate arrangements of payment of the debt.
**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 Debt Recovery costs.

Prescribing Drugs of Independence – Our policy is available on our website or from our reception, it is there to protect you and our staff. By signing our term of trade you agree to our controlled drugs policy.

After hours Care – Please contact Pegasus 24hr Surgery on 03 365 777 or Practice Plus website where you can book same day virtual consultations as well as face to face.

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. If you have internet banking you may be able to set up your own Automatic Payment. Alternatively, call into your bank and they will help you organise a regular Automatic Payment.

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: ……..