

Remuera Medical Centre

Terms & Conditions

This is the Remuera Medical Centre policy for cancelled, missed (Did Not Attend) and late arrivals for appointments by patients.

Reasons for this Policy

- o Patients who fail to attend or are late for appointments they have booked, or who do not cancel with sufficient notice, cause additional work and loss of medical resources. Appointments are lost which could otherwise be made available to other patients. This can deny other patients access to doctor or nurse appointments when they need them.

Cancellations:

- o We understand that sometimes things may happen which mean that a patient cannot make their scheduled appointment. If this happens, we ask that patients notify Reception as soon as possible, so we can make the appointment available for other patients.
- o Reception is contactable at office@remmed.co.nz or by phone on 09 520 1565.
- o If a scheduled appointment is cancelled more than one working day prior to the appointment, the patient will not be charged a cancellation fee.
- o Appointments cancelled within one working day will incur a cancellation fee equivalent to the full applicable appointment fee.

Did Not Attend:

- o If a patient does not attend their appointment at the booked time, they will be charged the full applicable appointment fee.
- o Immigration medicals will be charged a re-booking fee equivalent to one standard consultation, payable on the day of the re-booked appointment.
- o Minor surgery or biopsies not attended will be charged at the full fee of the procedure. The full fee will also be charged again for any re-booked procedure.

Late Arrivals:

- o Our Doctors and Nurses aim to run on time for appointments. We ask that patients let us know if they are running late for an appointment.
- o If a patient arrives late for their appointment, this may mean that the usual 10 to 15 minute consultation time needs to be shortened for the patient, to ensure that other patients are not inconvenienced.

Title: Patient Appointment Policy	Date Developed/revised: FEB 2023	Approved by: Dr Rory Johnston	Review Date:
Reviewed Date: July 2025	Approved: 1/07/2025	Reviewed Date:	Approved:

Remuera Medical Centre

This is the Remuera Medical Centre policy for outstanding debtors who do not respond to reminder emails with an outstanding balance.

Debtors Policy:

Payment for services

Payment is due on the day of the consultation or other service provided.

Payments can be made at our office by cash, Eftpos, Visa, Mastercard or American Express.

Payments may also be made via phone or bank transfer to our bank account as detailed on our invoices.

Overdue accounts may ultimately be referred to debt collection services, in our discretion. All costs incurred for debt collection will also be payable by the debtor.

A \$10 administration fee will be applied to your account if payment is not received within 7 days of the service.

At 60 days, a further \$15.00 administration fee will be added to your account, and the account will be referred to debt collection services. All costs incurred will be passed on to the debtor.