

## **Lyttelton Health Centre – Terms of Trade**

Please read and sign if you agree to the following terms.

### **Fees**

Payment is expected at the time of the consultation or service unless prior arrangements have been agreed with the practice.

Where a patient has ongoing or repeated overdue accounts, the practice may require payment in advance of future appointments.

### **Accounts**

- Statements for unpaid accounts are sent by text, email, or post on a regular basis.
- Payment is due within 7 days of the statement date.

If an account remains unpaid after this period:

- The practice may contact you to discuss payment.
- A payment plan may be offered at the discretion of the practice.

Where accounts remain overdue or there is a history of non-payment:

- Future routine appointments may be declined or may require pre-payment.
- Non-urgent services may be deferred until the account is brought up to date or a payment plan is in place.

Urgent medical care will not be refused.

If an account remains unpaid 30 days after payment is due and no arrangement has been made, the account may be referred to a debt collection agency and additional costs may be incurred.

### **Missed Appointments**

A fee of \$40 will be charged if an appointment is missed without notification or cancelled within one hour of the appointment time. This fee must be paid before further appointments are booked.

### **Re-enrolment**

Re-enrolment at the practice is dependent on full payment of any outstanding accounts.

I have read and agree to the terms stated above.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_