

**It is the policy of this practice that payment is required on the day of consultation/service. Please note that if you are unable to pay your account on the day, it is your responsibility to notify a receptionist of this before your appointment. A full list of fees is available upon request.**

**Devon Medical Centre's Terms and Conditions:**

- Payment is accepted by Cash, Eftpos, Visa or Mastercard.
- Any accounts that are unpaid by the end of the month will incur an administration fee of \$5.00.
- Appointments are 15 minutes-if you require longer than this, please advise reception at the time of booking. Additional charges will apply.
- All new patients over the age of 18 require a new patient medical upon enrolment. This consists of a 15-minute appointment with our medical care assistant followed by a 30-minute appointment with their GP. The cost for this is \$138 for non community service cardholders, and \$57 for community service cardholders.
- There is a charge for repeat prescriptions for patients over 14 years. These will only be issued for regular medications, and you need to have been reviewed by a doctor in line with our repeat prescription policy-48 business hours' notice is required for this service.
- When a patient reaches 18 years, they will be responsible for their own accounts and will be changed to holding an account under their own name. Partners may request to remain on a joint account.
- Devon Medical Centre uses a debt collection agency. Any unpaid accounts plus costs in recovering the unpaid account will be the responsibility of the patient.
- Please advise us of any changes to your contact details or eligibility to receive funded healthcare in New Zealand (e.g. visa status).
- If you have provided an email address it is accepted you are consenting for this email to be used for any communication from Devon Medical Centre, including clinical information. You can withdraw from email communication at any time by contacting our admin team.
- Devon Medical Centre will not accept any verbal or physical abuse towards staff. Should an incident occur, it may affect your enrolment with the practice.
- We respect your right to provide feedback or lodge a complaint, however this must be done in a non-threatening and non-offensive manner through either Devon Medical Centre's complaint officer or the Health and Disability Commissioner.

**I acknowledge that I have read the above and agree with these terms and conditions.**

**Signed:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_