

## TERMS OF SERVICE

1. Our standard consultation fees are available upon request. Our fees take into account the following factors:
  - a) the time spent;
  - b) the complexity of treatment
  - c) the cost of materials, equipment, staff and overheads
  - d) funding available from the government, public and other sources
2. We require payment of our fees immediately after your consultation or services provided. We accept debit and credit cards and payment by cash and cheques.
3. If payment is not made immediately, we will invoice you and will charge you an administration fee for doing so. Your account may be sent to a debt collection agency if not fully paid within 30 days. We may also:
  - a) charge you interest at our bank's overdraft lending rate calculated on a daily basis from the date of your consultation until payment; and / or
  - b) charge you the cost of recovery of the outstanding fees and interest including our legal costs on a solicitor/client basis, any court costs and disbursements, service or collection fees; and / or
  - c) require you to agree to a payment plan, including automatic payments
  - d) decline to provide you with further health services - except in the case of an emergency.
4. In this document:
  - a) "You" means any patient of Feilding Health Care and
  - b) "We", "Us" and "Our" means Feilding Health Care and affiliated practices
5. You authorise us to:
  - a) make enquiries with any previous medical practitioners and health professionals you may have engaged regarding your medical history and you authorise disclosure by those people to us
  - b) send you information about how we may assist you by providing other medical or health services to you
  - c) make enquiries with from time to time with credit agencies regarding your credit history and to release information from time to time to the extent where necessary for the purpose of making such enquiries (and you authorise disclosure by those agencies to us);
  - d) disclose any information about you for the purpose of instructing other persons including a debt collecting agency to recover any outstanding fees from you; and
6. You acknowledge that:
  - a) All services may attract a fee unless clearly stated otherwise; and
  - b) you remain liable for all fees, costs and disbursements (e.g. laboratory testing) charged by us for the services provided notwithstanding that these may be recoverable by us from a third party (e.g. insurance providers)