

FINANCE POLICY

The concept of the financial policy is that it helps both patients and frontline staff have a clear understanding as to what is expected when it comes to payment for services. We understand that visits to a medical centre are not planned and sometimes don't fit with peoples budget. We will always try to take a common sense approach so please don't let this be a barrier to healthcare, talk to us and we can help make an arrangement if necessary.

- **We do not run accounts. If you want to make an arrangement to pay for your visit at a later date then this must be agreed with the Practice Manager (or delegate) BEFORE your appointment.**
- **If it is your first visit to the Medical Centre, or you are a Casual patient, you may be asked to pay for some services before treatment is given.**
- **Appointments are 15 minutes. If you require longer appointments we recommend you book a double appointment or return for another appointment. Full charges will apply.**
- **If you have requested a repeat prescription, payment needs to be made before it is emailed to a Pharmacy.**
- **If you have an outstanding balance then a repeat prescription will only be available via pick up from reception so the account can be paid.**
- **If you qualify for a discount (have a current Student ID, Community Services Card or High User Health Card) please let us know.**
- **Any agreed payments or overdue accounts must be paid within 30 days of the visit. Any accounts not paid after that time may be sent to a third party for collection. By registering as a patient at Central Wellington Medical Centre you are agreeing that you will also be liable for the costs of recovering any outstanding debt you may have with the Medical Centre, this includes any third party agent commissions and fee's accrued in the collection of an outstanding debt.**
- **Prices for services offered at the medical centre are displayed in the waiting area.**
- **Other services will always be quoted to you before the procedure so as to avoid any confusion as to the cost. This includes things like Minor Surgery, Vaccinations and any consumables provided by the Medical Centre**
- **If you are unsure as to what the cost of your visit will be, please don't be afraid to ask**

Cancellation of appointments

- **We require at least 2 hours' notice for any cancellation of appointments. If we do not receive 2 hours' notice, or you fail to show for your appointment, you may be charged the cost of the appointment.**
- **If you are unable to attend in person then we will offer you the ability to have the consult over the phone if appropriate, or reschedule the appointment if possible.**