

THE TERRACE MEDICAL CENTRE ACCOUNT PAYMENT POLICY

We pride ourselves on providing the best possible care, but in order to continue doing so we need to ensure the services we provide are paid for.

- **Payment for non-funded immunizations is to be made at the appointment: there is no exception to this.**
- **Payment for consultations is expected on the day of the appointment unless discussed prior.**
- **Anyone with outstanding fees at the end of the month will be sent a statement of account. Accounts still unpaid at 30 days will incur a \$15 non-refundable overdue account fee. An additional account fee will be added for every 30 days that the account remains unpaid unless a regular automatic payment is in place.**
- **Accounts reaching 90 days will incur a \$30 non-refundable administration fee. If the account remains unpaid 7 days from the issue of the 90 day account, it will be lodged with our debt collection agency and costs for debt lodgment and recovery will be added to these accounts.**
- **Repeat prescriptions, referral letters, medical certificates, liquid nitrogen, materials used, etc., always incur a fee.**
- **Prescriptions are included in the GP consultation fee. However, a fee is charged for prescriptions requested and issued outside of a consultation.**
- **We reserve the right to charge a full consult fee if a patient fails to attend their appointment or cancels their appointment without giving 2 hours' notice.**
- **If you are experiencing financial difficulties, please ensure you speak with your GP, a Practice Manager, or our accounts team as soon as possible. We are happy to work with you and may have options available to help you during this time.**

All services incur a fee. If you wish to dispute billing, please raise this as soon as possible. If an error has been made we will remedy this. If our charge is found to be correct, payment is expected from you within 7 days.