

Terms of Trade

The following Terms of Trade apply to service provided by Durham Health to its patients.

By signing, you hereby agree to the Terms and Conditions of Trade as stated:

1. Our fees (displayed at the reception counter and available on our website) take into account the following factors: time spent, complexity of treatment, costs of running a medical centre, and funding available from the government, public agencies and other sources
2. Unless by prior arrangement, all services shall be paid on the date of the service
3. Payment shall be accepted by cash, EFTPOS, credit card or direct debit
4. Where it is agreed that payment need not be paid on the day of the service, it shall be paid within 7 days of the date of the invoice or by the date agreed with the Accounts Administrator
5. On the 1st day of every month a \$5 administration fee will be added to all outstanding accounts
6. Where patients are in breach of agreed payment terms, referral of the debt, including the provision of necessary contact details may be sent to a debt collection agency. Costs incurred to recover outstanding monies will be charged to the patient. This may result in patient name and address entered into the computer bureau default listing which will have an impact on patient's credit rating.
7. We would be very concerned if any patient deferred seeking medical help due to the cost, if this is the case – please speak with staff so other payment options can be arranged.
8. A cancellation fee may be charged if you fail to keep an appointment or give less than 3 hours' notice of cancellation
9. We reserve the right to ask for payment on arrival (before a service is provided, to ensure payment), this may apply to:
 - a. Visitors/ Casual patients
 - b. First appointment for new patients
 - c. Those who have an outstanding account
 - d. Those who have had a previous debt with us
10. Further medical attention* may be withheld pending payment or appropriate arrangements of payment of the debt .**excludes urgent medical attention which we have a duty of care to provide*
11. Variations to the Terms of Trade may occur from time to time and Durham Health will notify the patient by way of invoice – receipt of which shall be deemed acceptance by the patient.

Signed: _____ **Date:** _____

Patients Full Name: _____