** ŌTOMED LTD *trading as***

**ŌTOROHANGA MEDICAL**

**Russ Fernandez** MB BS FRCS **Jo Ann Francisco** MD DABFM

**Joyce Wong** MB ChB FRNZCGP **Michael Becker** MB ChB BSc PhD MMed

**Bhanu Sivakumar** MBBS DA FRNZCGP

**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.**

**Otorohanga Medical’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.**
* **Appointments are 15 minutes – if you require longer than this, please advise reception at the time of booking. Additional charges will apply.**
* **There is a charge for repeat prescriptions. These will only be issued for regular medications, and you if have to have been reviewed by a doctor within the last 12 months. 48 hours’ notice is required for this service.**
* **Otorohanga Medical 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).**
* **Otorohanga Medical will not accept any verbal or physical abuse towards staff. Should an incident occur, it may affect your enrolment with our practice.**
* **By signing this you agree that you will not publically post any derogatory comments on social media about the practice or our staff. We respect your right to complain but this must be done in a non-threatening and non-offensive manner through either Otorohanga Medical’s complaint officer or the Health & Disability Commissioner.**

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

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

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