



NAENAE MEDICAL CENTRE Terms and Conditions

Payment for New Patient Assessment (\$20.00) and First Consultation (\$19.50 CSC Holder or up to \$65.00 non CSC are required upfront

- 1. CONSULTS** Patient consults are 15 minutes or 20 minutes. If you need a longer visit, please arrange this at booking time so you can be allocated and charged for the correct time.
 - Standard Fees apply to Telephone, Email and Video Consultations
- 2. PAYMENTS** We require all patients to pay on day of consult. If experiencing hardship, we ask that patients discuss a payment plan prior to being seen in consult.
- 3. BAD BEHAVIOUR** All patients are to respect the staff working at Naenae Medical Centre. We will not tolerate any rudeness, abuse, or violence in any form whether it be on the phone or in the surgery. You will be asked to leave the Practice immediately.
- 4. RESULTS** We do not ring our patients with their test results unless they are abnormal. All results can be found on your patient portal.
- 5. REPEAT PRESCRIPTIONS** take 2 working days to process. These can be ordered via script line or patient portal (Vensa – access to your medical records online)
- 6. LOST/STOLEN** controlled drug medication are only replaced when the doctor has been provided with a Police report.
- 7. SELF MEDICATING** patients cannot self-medicate e.g. a patient cannot increase medications and then request an 'extra' or 'catch-up' script.
- 8. AN APPOINTMENT** may be required for all WINZ or ACC forms, driving licence renewals, medical alarms. These forms become legal documents and are scanned into the patients notes.
- 9. PATIENT PORTAL – VENSA** We encourage all our patients to register with VENSA when enrolling. This will enable you to see your consult notes, make appointments, order repeat prescriptions, see your test results and communicate with your Dr
- 10. CANCELLATION** Please, when at all possible, give 24 hours' notice to cancel an appointment. We charge a consult fee for patients that Do not attend their appointment and have not informed us.



NAENAE MEDICAL CENTRE Standard Collection Terms & Conditions

Introduction:

- This agreement applies when we, Naenae Medical Centre collect unpaid invoices/services owed by you, our client/patient or when our credit policy is not met by you, our client/patient.
- We may from time to time, amend these Standard Credit Management terms. We will tell you if we change these terms.

You agree to:

- Notify us any changes to your postal address, email address or contact numbers.
- Warrant that all information you provide to Naenae Medical Centre is true and accurate.

If your account is unpaid at the end of each calendar month and no prior arrangements have been made with us, or a breach of an arrangement has been made with us we will:

- Send account letters to the last known address provided by you.
- Send notices via text message to mobile phone numbers provided by you.
- Send notices via email to the email address provided by you.
- Ask that you pay prior to any further appointments to see a doctor or a nurse.
- Unpaid debt may be forwarded to an external debt collection agency for on-going management.
- Reserve the right to review your enrolment with Naenae Medical Centre.

Health Information Privacy Statement

I understand the following:

1. This practice works with Te Awakairangi PHO, a not-for-profit organisation that supports the delivery of health care services across the Hutt Valley Area.
2. The information I provide when I enrol at this practice is shared with Te Awakairangi and the Ministry of Health to establish my eligibility for subsidised health care. When relevant to my subsidy eligibility, information may also be shared with other government agencies such as Immigration NZ and Ministry of Social Development.
3. My health information such as diagnoses, test results, prescribed medications, immunisations, investigations such as breast screening, and other clinical and administrative data may be shared with Te Awakairangi to enable them to:
 - Provide feedback to GPs, nurses and others in my practice
 - Plan, deliver, fund, monitor, and improve health services
 - Contact me in relation to services I have used, or may wish to use.
4. My health information may be shared with other health professionals who are involved in my care. It may also be shared with health agencies involved with publicly funded programmes, including Breast Screening, Bowel Screening, Immunisation and Diabetes.
5. An electronic "Shared Care Record" allows authorised health care providers, such as afterhours GPs and hospital clinicians', access to a summary of my health information, including laboratory test results, medical conditions, allergies, and prescribed medications. I can choose to opt out, but that will mean clinicians involved in my care will not have access to important health information.
6. If I am under 18, or have a High User Health Card, or Community Services Card, and I visit a GP who is not my regular doctor, this practice will be informed of the date of that visit. The name of the practice I visited and the reason for the visit will not be disclosed unless I give my consent.
7. When this practice is audited, I may be contacted by the auditor to check that I have received services. If the audit involves viewing my health information, only an appropriately qualified health care practitioner will view my health records.
8. If approved by an Ethics Committee, health information that does not identify me may be used for health research.
9. I have the right to access my health information held by this practice and Te Awakairangi. I have a right to ask for it to be amend if I think it's wrong.
10. My health information will only be held by Te Awakairangi as long as necessary for it to perform its necessary functions.
11. I understand that individuals and organisations that may have access to my health information are subject to the Health Information Privacy Code and are required to keep my information secure.

Office of the Privacy Commissioner | Health Information Privacy Code 2020

For more information on health information collected by Te Awakairangi see: <https://teawakairangihealth.org.nz/>