

The following Terms of Trade apply to services provided by Pegasus Medical Centre to its patients. By Signing, you hereby agree to the Terms and Conditions of Trade as stated

1. Our fees are available upon request and displayed in our waiting room and on our website. Patient fees are reviewed annually. These charges take into account the following factors:
 - a. The time spent with provider
 - b. The complexity of treatment
 - c. The costs of running a medical practice
 - d. The 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. We would be very concerned if any patient deferred seeking medical help due to the cost. If this is the case, please, talk to your doctor or the practice manager so other payment options can be discussed and arranged.
4. Payment shall be **accepted by cash, eftpos, credit card or automatic payment**.
5. Where it is agreed that payment is not to 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 Doctor or Practice Manager.
6. A **monthly account fee of \$10** is added to all unpaid accounts on the last day of each month.
7. 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 collecting 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.
8. Failure to contact us to cancel your appointment in time (outside 2hrs of appointment) i.e. no show will result in a **Did Not Attend (DNA)** admin fee charge. Children under 14years and Community Service Card holders \$19.50, all other patients \$55. We have a high demand for appointments currently and are unable to re-book appointments on short notice. Please respect our doctors time in phoning us in plenty of time. Emergencies do happen, please let us know if this is the case.
9. **Arriving late to your appointment** – Your doctor will either see you in the remaining time left (min 10mins) or will decide and let reception know to ask you to book another appointment time. We understand sometimes life gets in the way and incidents happen, however if this is re-occurring, we will charge DNA fees as listed above due to arriving too late for your appointment.

10. We do not offer **follow up appointments** if you are coming back for a consultation on the same concerns or within a couple of days. When you book the doctor or nurses time in an appointment this is expected to be paid for in full.
11. Variations to the Terms of Trade may occur from time to time and Pegasus Medical Centre will notify the patient by way of invoice - receipt of which shall be deemed acceptance by the patient.
12. Patient behaviour is expected to be respectful and understanding. We have a **zero-tolerance policy towards patients exhibiting bad behaviour**. Code of conduct for patients can be found on our website. We are a busy practice and healthcare of the community is our priority, this means there may be delays in seeing your clinician from time to time.

Patient/Representative name: _____

Signed _____ Date _____