

Terms of Trade

By signing the QMC PHO enrolment form, or by completing the casual/visitor details form, the patient agrees to these terms of trade.

- 1 In this document:**
 - a) "You" means any patient or client of Queenstown Medical Centre;
 - b) "We", "Us" and "Our" means Queenstown Medical Centre
 - c) "Services" means any activity utilising the time and or expertise and or intellectual property of Queenstown Medical Centre staff and /or representatives
 - d) "Consumables" means any products supplied to the patient by Queenstown Medical Centre as part of the provided services.
- 2 Our standard consultation fees are available upon request. Our fees take into account the following factors;**
 - a) The time spent;
 - 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.
- 3 Pre-payments are expected in the following circumstances:**
 - a) If the patient is enrolled with us, payment is expected at the time of booking regardless of service/procedure type.
 - b) If the patient is enrolled with us, payment is expected at the time of booking for any service to be delivered at a cost above that of our standard consultation fee.
- 4 In cases where pre-payment was not required, or not taken, and/or in cases where additional services have been given above the amount that was pre-paid, all patients are expected to pay in full at the time of their consultation – regardless of enrolment status.**
- 5 If payment is not able to be made at time of consultation payment will be required immediately on receipt of invoice. Accounts outside these terms may be charged an administration fee. Your account may be sent to a debt collection agency if not fully paid in 30 days. We may also:**
 - a) charge you interest at our banks overdraft lending rate calculated on a daily basis from the date of your consultation until payment; and/or
 - b) charge you the cost of recovery for the outstanding fees and interest including our legal costs on a solicitor/client basis, any court costs and disbursements, service or collection fees; and/or
 - c) Decline to provide you with further medical services; and/or
 - d) Consider changing your enrolment status.

You authorise us to:

- a) Make enquiries with any previous medical practitioners and health professionals you may have engaged regarding your medical history and you authorise disclosure by those people to us; and
- b) Make enquiries with from time to time with credit agencies regarding your credit history and to release information from time to time to the extent where necessary for the purpose of making such enquiries (and you authorise disclosure by those agencies to us); and
- c) Disclose any information about you and for the purpose of instructing other persons including a debt collecting agency to recover any outstanding fees from you; and

You acknowledge that:

- a) All services may attract a fee; and
- b) You remain liable for all fees, costs and disbursements (eg. Laboratory testing) charged by us for the services provided notwithstanding that these may be recoverable by us from a third party eg. Insurance providers)