

TERMS AND CONDITIONS for TREATMENT AT WMC



Westside Medical Centre

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Payment Terms and Conditions

All payments for service fees must be **paid in full by cleared funds on the day of service**. Payments may be made by debit card, credit card, cheque, or cash. A card surcharge may apply. The exact amount of the surcharge depends on your choice of payment and can be obtained by emailing your request to reception@westsidemedical.com.au.

In the case of phone payments by credit card, you must provide Westside Medical Centre details of your current and valid credit card as required, including credit card type, card number, name on credit card, expiry date, and verification code. Westside Medical Centre does not retain or record your credit card information.

For payment made by direct debit, you must follow the information provided, including by accepting any additional terms and conditions or service agreements that may be applicable.

All fees and prices are states in Australian Dollars (AUD), and payments accepted in Australian Dollars (AUD).

Westside Medical Centre can help you with Medicare claims, however, you remain responsible for the full payment on the day for service received by you and provided by healthcare providers at Westside Medical Centre.

Payments

Services provided by doctors at Westside Medical Centre result in charges to you. After you have received services, Westside Medical Centre will facilitate your payment of the applicable charges for such services. These charges will be inclusive of applicable taxes where required by law and bank fees. The exact bank fee will depend on your bank and card type.

Westside Medical Centre will use its best endeavours to inform you of any service fees that may apply, however your fees will ultimately depend on the clinic services that were provided to you. You will be responsible for the charges incurred under your account regardless of your awareness of such charges or the amounts thereof.

Any charges paid by you are final and non-refundable, unless otherwise determined by your treating doctor or required by the Australian Consumer Law.

All charges for clinic services are due immediately and payment will be facilitated by Westside Medical Centre using the preferred payment method designated in your account, after which Westside Medical Centre will provide you a receipt (electronically where applicable).

Westside Medical Centre reserves the right to establish, remove and/or revise charges for any clinic services at any time at the doctor's sole discretion.

The current list of charges for clinic services can be accessed on the Westside Medical Centre website.

Medicare

At Westside Medical Centre we can help you with claiming your Medicare rebate. However, you remain primarily responsible for payment of services provided to you. If for any reason, Westside Medical Centre cannot process Medicare claims on your behalf, you will be required to pay in full and claim your rebate via Medicare.

Medicare claiming

At Westside we offer on the spot claiming with Medicare on the day of your visit. You will need to have a valid Medicare number and you will need to have provided Medicare with your bank details to access this service. Medicare will pay your rebate directly into your account within 5 business days.

At the discretion of your doctor some medical services are bulkbilled. When processing bulkbilled services, Medicare will pay the rebate directly to your doctor. In these cases, you will be asked to sign a consent form confirming you are happy for this to happen.

Independent claiming

If for any reason Westside Medical Centre is unable to help you with your Medicare claim, you are required to pay in full. Westside Medical Centre will provide you with an itemised receipt which you can use to claim your rebate from Medicare.

Health Funds

At this stage, health funds do not cover any services provided by primary healthcare providers.

WorkCover/CTP claims

Doctors at Westside Medical Centre offer services claimed under Work Cover. Upfront payment is required at the time of the consultation, unless approved by the case manager with a valid claim number. You will receive a receipt to claim reimbursement from your employer/WorkCover Insurer.

HotDoc

Westside Medical Centre uses a third-party to accommodate digital or non-face to face access to certain services. We refer to the terms & conditions stated in your Hotdoc account for the use of HotDoc and payments via Hotdoc (<https://practices.hotdoc.com.au/terms-of-services-patients/>)

(Repeat) Scripts and Referrals

We understand that it is important that you receive your (repeat) prescriptions and referral orders as quickly as possible. Once we have received your request, your doctor will review it and process it within 3 business days.

Scripts can be sent as an e-script to your phone or email, directly to your regular pharmacy, or printed for pickup at the surgery.

Refund & Dispute Policy

Processed requests for a prescription and/or referrals are non-refundable. If you have any concerns, please don't hesitate to contact us and we will try our best to resolve them.

To access these services, you are required to enter your bank details for payment. Without these details, you cannot access these services. If you cannot provide your payment details, please call the practice to book a face-to-face appointment with your provider.

Payments for these services are processed using a secure, web-based system. For more information, please visit [HotDoc about us](#) and [HotDoc privacy policy](#).

Cancellation Policy

At Westside Medical Centre we strive to provide the highest quality of healthcare to our patients. A scheduled appointment means that time is reserved only for you. Missing appointments or cancelling at short notice deprives other patients of the opportunity for much-needed healthcare. Please consider this when making your appointments and allow time for unexpected problems.

We have adopted the industry-wide policy where if an appointment is missed or cancelled with less than 2 hours' notice you will be billed \$94.65. You are responsible for full payment of this amount.

You may not be able to reschedule and confirm your next appointment until you have paid your cancellation fee in full and WMC reserves the right to inactivate your file.

Please note that failure to confirm your appointment may lead to cancellation of your appointment.

If you have any questions regarding this policy, please do not hesitate to contact us.

Non-payment of outstanding accounts

Please note that Westside Medical Centre reserves the right to inactivate your account if you have not paid your outstanding account in full within 60 days from the date of service. This means you will not be able to book appointments and receive healthcare services from your healthcare provider at Westside Medical Centre.

Zero Tolerance of Aggressive Behaviour Policy

All who visit or work at Westside Medical Centre have the right to a safe environment, free of abusive, aggressive, or violent behaviour.

All staff and doctors undertake to be courteous, respectful and facilitate high quality care. Westside Medical Centre expects that you too, will be respectful and courteous when communicating and interacting with Westside Medical Centre staff and doctors.

Please ensure that you:

- ❖ Treat others as you would like to be treated,
- ❖ Use an appropriate speaking level and tone,
- ❖ Communicate without using threats, abuse, or offensive language, and
- ❖ Conduct yourself without using offensive gestures or behaviour.

If you display abusive, threatening, or violent behaviour towards Westside Medical Centre staff and doctors they will either:

1. Advise you that they will be unable to assist you if you continue the behaviour,
2. Warn you that they will end the conversation if your aggressive behaviour continues,
or
3. End the conversation if your aggressive behaviour continues.

Westside Medical Centre may report threats of violence against its staff and doctors to the police.

Privacy Policy

You can access our privacy policy by clicking the link 'Read our Privacy Policy'

If you have questions, suggestions, or concerns about our terms and conditions, or about our use of your information, please contact us.