TARADALE MEDICAL CENTRE - TERMS AND CONDITIONS OF TRADE

These Terms of Trade apply to services provided by Taradale Medical Centre (TMC) to its patients.

1. Payment Terms, unless otherwise agreed, is required on the day of consultation or service. We accept cash, EFTPOS, Visa and Mastercard.

2. Fees and Charges Current fees are available at Reception and on our website and may change from time to time.

3. Invoicing If payment cannot be made on the day, an invoice will be issued and must be paid within 7 days. Alternative payment arrangements may be agreed with TMC.

4. Overdue Accounts Monthly statements are issued for outstanding balances. A first reminder is sent at 60 days overdue and a final reminder at 90 days overdue. Continued non-payment may result in a final opportunity to pay or arrange payment before referral to debt collection.

5. Debt Collection After reasonable attempts to obtain payment, TMC may refer unpaid accounts to an external debt collection agency. Reasonable recovery fees and costs may be payable where legally recoverable.

6. Prepayment and Credit Restrictions TMC may require prepayment from patients with outstanding accounts or a history of non-payment. Following referral to debt collection, routine appointments and prescriptions must be prepaid, preferably at booking or otherwise on the day. Non-essential portal functions may be restricted where appropriate.

7. Ongoing non-payment or repeated breaches of payment requirements may lead to a review of the patient–practice relationship, including possible disenrolment in accordance with Health New Zealand requirements and professional obligations.

8. Privacy and Debt Recovery If an account is referred to debt collection, information necessary for recovery - including your name, date of birth, address, telephone number and relevant account details- may be shared with the agency. Your medical history will not be provided. Information is managed under the Privacy Act 2020 and Health Information Privacy Code 2020.

9. Information from Other Sources (Rule 3A) TMC may receive relevant health information from hospitals, specialists, laboratories and other healthcare providers to support your care. Where required, we will notify you of information collected from other sources under Health Information Privacy Code Rule 3A, unless an exception applies. See our Privacy Policy for further information and your rights to access and request correction.

10. Appointments and Cancellations Standard consultations are 15 minutes and generally allow discussion of one or two concerns. Please book a double appointment if more time is needed; additional fees apply. A fee may apply for missed appointments or cancellations with less than 2 hours' notice, in line with our fee schedule.

11. Patient Responsibilities and Changes Patients must keep contact and enrolment details current, pay accounts on time and comply with relevant practice policies. TMC may update these terms; the current version will be made available to patients.

Nothing in these Terms of Trade limits your rights under applicable New Zealand legislation.