



## Agreement to Glenfield Family Doctors' Policy

I understand and agree to the following policies of Glenfield Family Doctors including the terms of trade as set forth below:

- Our GPs require a minimum of 30 minutes consultation time for a newly enrolled patient's first appointment. This allows thorough review of your medical history/records and examination. This attracts a fee equivalent to the casual rate and will need to be paid upfront prior to consultation. Please see our fees schedule.
- Subsequent appointments are standard consultations for 10-15 minutes duration. If you think you require a double appointment (you have 2 or more issues to discuss) please inform our receptionist or specify in your online booking for this to be accommodated and for consideration of the patients who are booked in the next appointment slots. Double appointments are chargeable at double the normal rate per age band.
- Where you intend for another family member to be seen by the doctor, please book this separately.
- If you wish to cancel an appointment, please call reception or cancel your online booking at least 4 hours prior to your appointment time. We charge full consult fee as "No Show Fee" and under 14's will be charged \$20.
- We can provide repeat prescriptions for certain stable ongoing conditions, however, you will be required to see your doctor to review your condition at regular intervals as per practice policy consistent with safe medical care.
- Repeat prescriptions will be available the following day and are subject to fees. Urgent requests (same day) attract higher fees and any re-issue for lost scripts attracts the same fee as a new script. (Please refer to our schedule of fees).
- Payment is required at the time of the consultation. An on-account fee of \$10.00 automatically applies if payment is not put through on the same day.
- We accept payment by Cash, ETFPOS or online via internet banking
- In cases where consultation on account is approved, this need to be paid within 7days from the invoice date.
- Accounts not paid at the end of the month will be charged another \$10.00 administration fee.
- We reserve the right to forward accounts not paid for over a month from date of invoice to the debt collectors. Related collection costs or costs incurred in the recovery of the accounts form part of the outstanding amount payable. Consequently, your account may also be recorded on a credit information database held by a credit reporting agency.

\_\_\_\_\_  
(Signature Over Printed Name)

\_\_\_\_\_  
(Date)

Relationship if not person named on form: \_\_\_\_\_