PRACTICE POLICY

Dear Patient

Thank you for trusting us with your medical care, if it wasn't for you our practice would not be as successful as it is.

COVID-19 has exposed flaws in how we currently operate, as it has for many other businesses, and as such we are going to be addressing these issues so that we can function as a cohesive unit.

We charge on the basis of time spent or likely to be spent in dealing with your care. This may include time spent considering and researching matters, making and receiving telephone calls, as well as briefing and discussing outcomes with relevant specialists and looking at blood and other results. A lot of this is done after hours.

We charge for all that we do in line with Discovery's rates such as;

1. Consultations up to 15 minutes including;
    a. Face to Face Consultations
    b. Telephonic Consultations
    c. Follow up Consultations
    d. Extended Consultations – anything over 15 minutes
2. Scripts, including misplaced or destroyed scripts
3. Letters
    a. Referral letters
    b. Motivation letters
    c. Relocation letters and related expenses
4. Medical Procedures
    a. Drawing of blood – Medical Aid to pay only, patients will not be charged.
    b. Administering follow up injections
    c. Clinic Time

Consultations

Medical aids deem a consultation to be up to 10 minutes, however we believe this is not sufficient time, thus our appointments are 15 minutes. If you think your appointment is going to take longer than 15 minutes, please book a double consultation and we will charge accordingly, whereas, if you do not book an extended consult and run over the 15 minutes you will be charged for two appointments.

A full consultation fee may be charged for any advice or opinion regarding family or friends that you wish to discuss during your consultation.

Our time management is an enormous issue which is frustrating to patients and extremely stressful for the doctors and staff. Unfortunately, it does sometimes happen that we end up running late with appointments. It depends on the set of diagnostic and treatment challenges we need to manage on the day. So, we ask patients to please be considerate and not present additional concerns.

New patients will be charged for an extended first visit as past history has to be recorded.

Blood Forms and X-Ray Request Forms

No blood or x-ray forms will be given out without consultation, except in an emergency when you are unable to get a consultation.

Initial Here

Scripts

BY LAW A DOCTOR MAY NOT WRITE A PRESCRIPTION UNLESS THE PATIENT IS PRESENT IN A CONSULTATION. *Medicines and Related Substances Act 101 of 1965, Section 22A.*

NO 6 month repeat scripts will be issued without a face-to-face consultation.
The only exception that we have decided to make is scripts for Ritalin and equivalents or acute follow ups. Ritalin and equivalent scripts must be requested in writing either via email or by form (available at reception), all scripts have a 48-hour waiting period.

Test Results

Your test results will be conveyed to you via SMS or email, 3 – 4 days after the bloods have been taken (very occasionally longer, depending on the type of test and the laboratory you have chosen). If you do not receive a result, please enquire. If your results are abnormal or you want to discuss them further, you must make an appointment for a consultation.

No information will be given out until signed off by the consulting Doctor.

PLEASE ENSURE YOUR MEDICAL AID AND ALL CONTACT DETAILS ARE ALWAYS UP TO DATE WITH THE FRONT DESK. WE TAKE NO RESPONSIBILITY FOR INCORRECT INFORMATION. IF YOUR MEDICAL AID DETAILS ARE NOT UP TO DATE OR IF YOUR MEDICAL AID HAS RUN OUT, YOU ARE RESPONSIBLE FOR THE ACCOUNT IN YOUR PERSONAL CAPACITY.

Telephonic Communication

The doctors do not take ANY calls during consulting hours. Please email your request to the clinic and the doctor will respond. If this does not suit, please book a telephonic or physical consultation.

Please be aware that our phone line is hectically busy first thing in the morning, if you cannot get through to us please wait a few minutes and try again, we will NEVER ignore your call.

If you do not get charged for any of the above, then it is a decision made taking into account many factors and circumstances and it has worked out in your favour. BUT expect us to charge for the work that we have performed and then be pleasantly surprised if we don't, rather than being upset and disappointed when we do charge for our time and expertise.

Please know that we want to implement the above for the good of the practice to ensure a less stressed and safer environment, where errors are less likely to occur. 99% of what we have documented here is already in practice, we are simply making it official.

By signing the below, I, _____on behalf of file number_____

acknowledge that I have read and understood the above and agree to abide by rules set out.

Signed at _____ on _____20____

_____
Signature of Main Member