

TERMS AND CONDITIONS

Being a patient at this practice means that you are subject to the following, which applies every time you visit the practice:

Medical aids / medical schemes

1. Payment should be obtained directly from the medical scheme after you have paid us.
2. Medical aids sometimes pay less than what we charge. Sometimes they do not pay at all. **Note that you will still have to pay the full account, if you scheme do not pay in full. You may also have to pay us a portion of the account, if the scheme did not pay us the total amount.**

What we charge

3. A list of our consultation fees that you have to pay if you get therapy at this practice are agreed upfront. The fees we charge may change from time to time.
4. In some cases we need to do something different or something more in order to help you. In such cases we will provide you with a quotation that will state what we estimate the cost would be, but also what could make the quotation go up, or down. **If you are uncertain of a quotation or fee, please talk to your therapist about the cost of your therapy.**
5. The cost of materials that we use during therapy may differ and we will in each case inform you of the cost thereof, if it is not included in the consultation fee.

When you have to pay us

6. You must **pay us within 30 days** after we have given you an account, apart from assessment reports which require payment following assessment. Payment is via direct bank transfer or internet banking transfer (EFT).
7. If you do not pay us, we will from 60 days after we have first given you an account, interest at the rate of 5% per month will be levied after 60 days on all amounts in arrears, calculated from date of the first rendered account.

What could happen if you do not pay us in time

8. If you do not pay us within the 30 days, we may hand you over to a debt collecting agency or a law firm to get the outstanding monies. All costs of the debt collector and/or lawyer will be added to your account.
9. If you have any special circumstances that prevent you from in paying us, please let us know immediately, so that you can make repayment arrangements. Interest will still be charged on these outstanding accounts.

Cancellation of appointments

10. You have to keep your appointments and come to the practice on time. If you have to cancel the appointment, **you must inform us at least 24 hours before.** If you do not do this, we will still send you an account for the full fee we normally charge. If you are prevented from making the appointment due to an accident or similar emergency, we will not charge you.

About therapy

11. Before we start with therapy:

11.1. We will talk to you about the options you have and the benefits of each option.

11.2. We will also tell you if there are any risks or negative aspects of the therapy.

12. You will then agree to the therapy after the discussions, or you may decide to refuse therapy. If you refuse, we will explain to you what might happen if you do not undergo therapy. Therapy often means more than one session and it may be important that you commit to a series of sessions.

13. Remember that:

13.1. No therapy can be 100% guaranteed.

13.2. You always have to follow the instructions and warnings of the therapist carefully.

13.3. The success of therapy depends on your co-operation and being honest with the therapist. If you feel funny or uncertain, please make a follow-up appointment with the therapist.

13.4. You must complete a series of therapy sessions, if this was recommended by the therapist. Stopping therapy before the end of all the sessions, may mean that the therapy will not be successful.

Confidentiality

14. Every person that gets therapy in this practice has the right to confidentiality (this means to have your personal information kept private, even from family members and employers). Nothing that you share with the Therapist will be passed on to anyone, unless -

14.1. You agree in writing that your information can be shared (e.g. with an employer or anyone other specific person or entity).

14.2. The law on medical aids forces us to provide certain information to the medical aid. When we submit your account to the medical aid, the account includes personal information, such as what your health status is, and the codes (numbers) that indicate the specific therapy you got.

14.3. When we receive an order from a court to disclose your information, we have no choice but to provide it.

14.4. When a specific law makes it compulsory to report things.

14.5. Communication with the referring doctor or other healthcare professional, insofar as it is necessary and in the interest of the patient.

15. When anyone else, or any other business (such as an insurance company, your employer, a lawyer) want your information, we will contact you to get your written permission that we can give the information to such person or business. If an outside party facilitates and pays for treatment or rehabilitation, written feedback is however usually provided to them.

By signing this, you confirm that -

- **you have asked questions and it was answered to your satisfaction;**
- **you understand this document; and**
- **you agree to the conditions in it.**