



Dr Anthony  
**MANDER**

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## TERMS AND CONDITIONS

Appointments use videoconferencing or telephone. Face to face appointments are not available. Scheduled reviews will often be carried out by one of our general practice specialists. Treatment is usually straightforward, but our consultants are always available and involved in your care. The Medicare rebate is dependent on the length of an appointment. Fees need to be paid in advance. You will be sent links to make any payments that are required.

If an appointment cannot go ahead for technical reasons at your end, we will consider each situation on a case-by-case basis when considering charges. The same applies when you leave our care. Appointments can be rescheduled with a weeks' notice (5 full working days). If you cancel the appointment within a shorter timeframe there is no refund if we cannot fill the vacant slot. If we can, we will retain 25% of your fee to cover our costs.

When patients transfer their care to another doctor, a standard record transfer document is supplied at that doctor's request without charge. Preparation of a full case file attracts administrative charges to cover our costs. Also note:

- there are other charges, including items associated with non-attendance and late cancellation.
- email and SMS are used as primary communication tools regarding your treatment. They may not be secure.
- you must have the necessary videoconferencing platforms for telehealth.
- you will receive electronic scripts using your registered details.

### **Billing**

We use EzyPay to manage recurring costs. It is important for you to understand that you have a direct agreement with them. It is your responsibility to manage your account. Where we must intervene, because you have neglected your account (wrong details, insufficient funds etc), we will charge you for the time taken to deal with this. EzyPay charge you and us various fees. We then recoup from you any additional fees we have been charged for your account problems, as well as requiring to be reimbursed for the extra time involved in assisting you. We will usually send you a courtesy reminder email approximately 4 weeks before your annual payment is due. This gives you the opportunity of ensuring you have the necessary funds and your account details with EzyPay are up to date. If your details need to be updated contact EzyPay directly - Ph 1300 300 553. Three days before the debit you will receive a further reminder by SMS from EzyPay unless you have opted out of these, or your account is inactive. If you are going to have problems paying your account, the sooner you have a conversation with us the better. Increases in fees, which are reviewed annually, are posted to facebook, placed in our update newsletter, and are available from us on request.

## **Billing Failure**

Unless your account is inactive you will get a warning from EzyPay that your account debit has failed, and they provide you with a 'pay now' facility. If you do not use this immediately you will get an email from us with a request to act. If your payment is still not made, we start the discharge process but give you options to ensure you can transfer to another provider with minimal interruption to your treatment. If we agree to restore your account, you will have incurred various extra charges. If your account is inactive/invalid (perhaps because you have not updated your credit card details), you will get no warning until we contact you to tell you that your agreement with us is in the process of being terminated. It is sensible to make a note of your billing date and likely fee so that you ensure you have the necessary funds/credit line available.

## **Discharge**

When we close your file we remove you from our internal databases, cancel your agreement with EzyPay, remove your registration with the Health Department, and archive and cancel any outstanding prescription tokens. We encourage you to discuss your transfer plans and enter into an agreement with us regarding your medication so that any interruption to your treatment is minimised. You must be under our care to access stimulants prescribed by us. Please do not assume that following your discharge you can continue to access your escript.

## **Payment Failure Charges**

After a payment failure you will need to pay a higher annual fee:

- First Billing Failure, an additional; **\$125**
- Second Billing Failure, an additional; **\$150 (so \$275 in total).**

There may also be a re-registration fee of **\$250** payable. We may not renew your agreement after a first or second billing failure. We never do after a third. These charges are additional to those made by EzyPay.

## **Enhanced Care Plus does not cover .....**

This is not an exhaustive list but includes additional appointments, longer scheduled reviews, scheduled telephone appointments with the consultant (although these are bulk billed), late payments, restoration of your place in the clinic if your file has been closed due to non-compliance with some aspect of our requirements, urgent prescriptions, detailed certificates, extensive reports for third parties (work, education providers, travel) or anything that is not part of routine care.

## **Going Abroad?**

We are unable to provide medical care to you if you are abroad for longer than 3-months or in the USA for any period.

## **Informed Consent**

We provide this information in the interests of ensuring transparency and reminding you of your obligations. Our terms and conditions are updated regularly and posted to the website. You will additionally re-consent to these prior to scheduled reviews occurring at the end of the first year and at set intervals thereafter.

**IF WE DISCOVER YOU HAVE PROVIDED US WITH INACCURATE INFORMATION REGARDING ANY MATTER YOU WILL BE DISCHARGED IMMEDIATELY. DOCTOR PATIENT RELATIONSHIPS ARE BUILT ON HONEST COMMUNICATION AND IN THE ABSENCE OF THAT THE RELATIONSHIP IS IRREPARABLY DAMAGED.**