



**MANA**  
MEDICAL CENTRE

## Terms and Conditions

**1. Payment for consultations is required on the day of consultation, including telephone and video consultations, which incur a normal consultation fee.**

- An account fee of \$5.00 will be charged for any account more than 7 days overdue
- Mana Medical may use the service of a debt collection agency and any unpaid accounts plus costs in covering the unpaid account will be the responsibility of the patient.
- There is a charge for repeat prescriptions. These will only be issued for regular medications and if you have been reviewed by the doctor within the last 12 months, **48 -72 Hours' notice is required for this service.**

***If you are unable to settle your account on the day of consultation, you must advise reception of this prior to your consultation.***

**2. Appointments - Making the most of your consultation**

- We require all new patients over the age of 18yrs to have a double appointment on their first visit. This will be double charged.
- Our standard appointments are 15 minutes
- An additional fee will be charged for appointments longer than 15 minutes
- Follow-up consultations incur a standard appointment fee (no discount)
- Each family member should have their own appointment time
- It is your responsibility to diarise your appointment time as text reminders may not always be sent
- We require 2 hours' notice for any cancellation. Failing to attend an appointment will result in a cancellation fee being charged
- Please turn off your cell phone during consultation time
- Unexpected urgent problems or emergencies affecting other patients will sometimes occur and may delay the time you see your doctor. If you think you have been waiting too long please tell one of our receptionists
- Prioritise the things you wish to discuss
- Generally the Doctor can cover 1-2 things during your 15 minute appointment time

**3. ManageMyHealth (MMH) Patient Portal Registration**

- Must be 16 years and over
- Email address must be secure, private per person and not a family or shared email address
- I am aware that services provided via MMH incur fees and are subject to Mana Medical Centre's standard payment terms.
- Please read separate MMH terms and conditions

**ManageMyHealth (MMH) – Patient Portal**

I would like to sign up to MMH and I have my own individual email: Yes ☐ No ☐

I have read terms and conditions for MMH: Yes ☐

Do you permit us to contact you by text or email for things such as appointment reminders/results?

Text: Yes ☐ No ☐ Email: Yes ☐ No ☐

Please specify your Preferred Pharmacy for all prescriptions:

☐ I have acknowledged that I have read and agree with the terms and conditions for Mana Medical Centre

**Signatory Details**

Signature

Day / Month / Year