



# Dr. Wesley M. Aitchison

## Specialist Physician

BHSc (Biomed. Sci) • MBCh (Wits) • Dip PEC (SA) • Dip HIV Man (SA) • MMed (Internal Med) • FCP (SA)  
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### Patient-Practice Contract & General Terms and Conditions

#### Dear Valued Patient

This document explains the general conditions under which this practice sees patients. It does not constitute an informed consent to any specific treatment, nor a quotation or price for any service rendered by the practice. Informed consent and price information can be provided each time you visit the practice and will depend on the care you require, and other factors such as your medical scheme cover.

This serves as a binding contract between you, the patient, and the practice. For patients 18 years and older registered as dependents on a medical aid, a separate patient-practice contract with an individual signature may be required. Failing the completion of such a separate contract, the signatory of this contract accepts full responsibility of all beneficiaries on their medical aid. You hereby provide consent for the exchange of personal and clinical information between all relevant or referred healthcare professionals, medical schemes, and their administrators or appointed managed care organisations. Under the provisions of The Children's Act, children may consent to certain medical treatment from the age of 12 years. Parents or guardians are however required by law to cover the expenses incurred for the healthcare of their children.

#### Medical Aid Cover

Your treatment, healthcare costs, and quality of your professional care can be significantly affected by the type of medical plan to which you belong. It remains your responsibility to familiarise yourself with the benefits and terms and conditions associated with your chosen medical aid benefit option, and to ascertain the exact amounts your scheme provides for, in terms of consultations, procedures and treatments, as well as what your medical aid will cover. Where a designated service provider has been appointed by your medical aid, it remains your responsibility as the patient to familiarise yourself with any medical and financial restrictions when consulting a non-designated service provider. With increasing interventions from your medical scheme, please be aware that the practice will not allow the medical scheme to violate the healthcare professional's clinical independence. Where a medical aid or its advisors intervene to overrule your healthcare professional's preferred diagnostic approach or treatment, your healthcare professional accepts no responsibility for consequent adverse outcomes. You may be requested to allocate responsibility to the medical aid and its medical advisors in the event of adverse treatment outcomes.

You remain responsible for any amount that your medical scheme or Funder does not pay for any services rendered and invoiced for by the practice.

#### Billing Policy

Please note that our default billing is done at 217% of the Discovery Health Rate for all inpatient services. Outpatient services are billed at fixed rates, please enquire for details.

#### Pre-authorisations

If pre-authorisation is required for any medical procedure or treatment, it remains your responsibility to ensure that the planned treatment is covered by your medical aid. It is also imperative to ensure that the necessary finances are put in place to cover the non-insured costs. It remains your responsibility to furnish the practice with the relevant information and authorisation numbers. If the medical aid will not cover all costs, you undertake to pay any amount that is not covered by your medical aid. Where your medical aid questions any aspect of your treatment, your healthcare professional may submit a letter of motivation to the medical aid and insist on a peer-to-peer discussion if appropriate.

#### Settling Of Accounts & Co-Payments

The practice staff will inform you should the practice have any arrangements in place with your medical aid. The practice reserves the right to claim directly from you in which case you will be provided with a detailed invoice that is payable within 30 days from date of service. You have the option to claim this back from your medical aid should you wish to do so. Please take note of this practice's billing policy in relation to costs for services rendered. Where an exact price cannot be presented, a quotation could be provided, subject to its own terms and conditions. Due to the billing policy, a co-payment may be levied by the medical aid or the practice. Such charges above the medical aid policy coverage, will be payable by you.

You (or your parent/guardian) remain liable for the account at all times, for services rendered by the practice even if you are covered by a medical aid or any other third party. This contract does not prevent the practice from taking all reasonable and practical steps to recover any outstanding amounts from any obligated party. You hereby consent that your personal information may be provided to attorneys or debt recovery agencies to recover from you any amounts due if they remain unpaid. The practice reserves the right to charge interest on your outstanding account that is due from date of service up to maximum interest allowed in the National Credit Act No. 34 of 2005 ("NCA").

It remains your responsibility to inform and update all personal and medical aid information with the practice and to keep the practice regularly informed regarding any changes on your contact details, benefits and list of dependants. Please note that the use of someone else's medical aid card with or without such a person's consent or knowledge, constitutes fraud. The practice will report such instances to the medical aid concerned to protect the practice from being regarded as a cooperative in committing fraud. The practice reserves the right to charge a service fee for any credit given in terms of the provisions of the NCA.

