

**Payment Policy**

**Four Kauri Medical is committed to providing all our patients with affordable health care.**

To help us provide the best services to you and your whānau we make the following requests:

1. That you make payment on the day of your appointment. If you do not make payment

at the time of your appointment, we will email your invoice to you so you can use online banking to pay your account. Please do this as soon as possible after seeing the Doctor or Nurse.

1. **A $5.00 administration fee will be charged after 7 days.**

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| **3.** **Our bank details are:*** ANZ Account - 060284 0075169 50
* Please add your name/invoice number as a reference.
* Please pay this invoice within 7 days.
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4. If you find yourself unable to pay, please inform us so we can help you to set up a payment plan that will help us avoid debt collection proceedings.

If your account remains unpaid and it is over 90 days past due and you have not attempted to communicate with us about your account, we will reluctantly have to refer it to a debt collection agency.

**Zero Tolerance Policy**

Four Kauri Family medical practices a **zero tolerance** policy when it comes to any verbal, aggressive or violent behavior toward staff or patients.

If you are abusive or aggressive toward staff and/or other patients, you may be removed from our enrolled patients list.

We ask that you please treat all our Practice Staff members respectfully at all times.