



## Care Centre: Patient Terms and Conditions

### Welcome to Care Centre

This document outlines the terms of service at Care Centre. It is not a consent form for treatment or a price quotation. Informed consent and cost details will be provided during your visit. You may only sign for yourself or dependents under 18. If you are 18 or older and on medical aid as a dependent, you may need a separate agreement.

### Your healthcare rights

You must provide informed consent for any treatment, and we will discuss clinical aspects, costs, and treatment options. You can withdraw consent or refuse treatment at any time. If referred to other professionals, you must consent to their treatment and fees. Your medical information may be shared with healthcare providers and medical schemes when necessary.

### Medical aid coverage

Medical aid benefits vary, and your plan may limit treatments, hospital access, or medicine coverage. It is your responsibility to understand your plan, including coverage, co-payments, and pre-authorisations. Statements such as "100% cover" may not apply to all treatments, so confirm coverage before proceeding. We will not let medical aid restrictions interfere with our medical judgment. If your medical aid denies coverage, we take no responsibility for any negative outcomes. Please refer to our Billing Policy for more details.

### Pre-authorisations

You must ensure pre-authorisation for treatments requiring approval. We may assist in the process, but it is your duty to provide the required information.

### Billing and payments

Billing policies are available on request and on our website [carepaarl.co.za](http://carepaarl.co.za). Regardless of medical aid coverage, patients are always responsible for ensuring full payment of services rendered. We may charge interest on overdue accounts and take legal steps to recover unpaid amounts. Fraudulent use of medical aid details will be reported.

### Confidentiality

Your medical information is confidential. Medical aids require diagnosis codes for claims, which may affect privacy. If you do not want your diagnosis shared, inform your doctor, and you will be responsible for full payment. Third-party information requests will follow legal procedures. Please refer to our Privacy Policy for more details.

### Sick certificates

Sick certificates are issued only if medically justified. Diagnosis details are only disclosed with your consent.

### Agreement

By signing, you confirm that you have read, understood, and agree to these terms. The information you provide is accurate. You will update us with any changes to your details or medical aid. You are legally bound by this agreement under relevant laws.

Patient/ Guardian name: \_\_\_\_\_

Signature: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_

## GENERAL PRACTITIONER

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