



## Care Centre Paarl - Patient Terms & Conditions

### Welcome to Care Centre

These terms explain how our practice works. They are not a consent form for treatment or a cost quote. We will discuss treatment options, consent, and costs during your visit. You may sign for yourself or for dependents under 18. **Patients 18 and older must sign for themselves.**

### Our commitment to you

We respect your time and aim to stay on schedule. However, emergencies or complex cases may cause delays. We will keep you informed of longer waits and appreciate your patience while we care for each patient properly.

### Your healthcare rights

You must give informed consent before any treatment. We will explain your options, clinical details, and costs. You may refuse or withdraw consent at any time. If we refer you to another provider, you must consent to their care and fees. We may share relevant medical information with other healthcare providers and medical schemes when needed.

### Substitute practitioners (Locums)

If your regular doctor is unavailable, a qualified locum may treat you. By signing, you agree to this and allow them to access your medical records to ensure safe, continuous care.

### Sick notes

If you need a sick note, ask for one during your consultation. We can only issue a sick note after examining you and confirming you are unfit for work or school. We cannot backdate sick notes.

### Prescriptions & repeat requests

For your safety, repeat prescriptions usually require a follow-up consultation. Requests made without a consultation may take 24–48 hours and may include an admin fee. Forgery of medical scripts is a criminal offense and will be reported to the authorities.

### Medical results

We will email you about test results and request you to book an appointment to discuss abnormal or important results. Anything urgent will be handled telephonically. If you do not receive results in the expected time, please contact us.

### Medical aid & billing

Medical aid cover varies. You are responsible for understanding your benefits.

- **Payment:** You remain responsible for all fees.
- **Fraud:** Giving false medical aid details or using someone else's card is fraud and will be reported.
- **Outstanding accounts:** We may charge interest and take legal action to recover unpaid amounts.

### Cancellation policy

If you cannot attend an appointment, you must cancel at least 2 hours before your booking. Missed or late cancellations will be charged in full. Medical aids do not cover missed appointments.

### Use of technology & communication

- **AI Scribing:** We use Heidi to assist with clinical notes. See our Privacy Policy for details.
- **Telehealth:** Available only to existing patients.
- **Communication:** You agree to receive care-related messages via SMS, WhatsApp, and email.

### Confidentiality & POPIA

We keep your medical information confidential and handle it in line with POPIA. Medical aids require diagnosis codes for claims, which may affect privacy. If you choose not to share a diagnosis, you must pay in full.

### Agreement

By signing, you confirm that you have read and agree to these terms, that your information is accurate, and that you accept this agreement.

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

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

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

## GENERAL PRACTITIONER

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