

16 January 2020

Dear Patient

Welcome to 2020 we are looking forward to continuing with your medical care over this year and thank you for being part of our wellness community.

I am writing to all our patients to let you know about some changes that we have had to implement within our clinic.

Whilst this may not be our first choice, we have had to implement a change to the way you pay for our services as the number of patients not paying for their consultations and additional services has risen sharply over 2019.

All patients are now required to pay for their consultation and additional services, including prescriptions and repeat prescriptions on the day of appointment or on picking up their script.

If you are unable to do so an administration fee of \$15 will be added to all outstanding invoices, which is refundable if the account is paid within 7 days.

In addition, all outstanding accounts will attract a fortnightly statement fee of \$5 until the account has been paid.

It is unfortunate to have to implement this new policy however to be able to continue to supply the level of care you deserve and expect we need to be paid.

Once again, we welcome you to our clinic and look forward to meeting your medical needs over 2020.

Yours sincerely,

Russell Twentyman
Medical Centre Manager

