

## The Cost of Health Care in New Zealand

Healthcare in New Zealand is a mixture of free services and subsidised services (where patients pay a fee to cover some of the costs). We will always try to ensure all our patients benefit from any funded services that they are eligible for.

Providing health care services and running a medical centre comes at a cost, including wages, building costs and medical supplies. Some services and fees, while subsidised, are in place to cover these costs.

## Useful Information About Fees at The Doctors

### General Practice Services

- Payment is due at time of consultation. Non-payment on the day will incur a \$10 late- payment fee.
- All casual and non-enrolled patients are required to pay in full prior to their appointment.
- All fees are based on a single 15-minute appointment, extended consultations will incur additional charges. Fees may vary due to the time taken and materials used.
- Medical consumables will be charged separately.
- Accounts that are unpaid will be sent to a Debt Collection Agency. The debtor (patient) is responsible for all debt collection fees.
- Newly enrolled patients may require a double appointment for their first visit. A double appointment fee will apply.
- Two hours minimum cancellation notice for a booked appointment is required. Non-attendance will incur a fee.
- Our practice nurses are skilled professionals and there is a fee when you see them for advice or services.
- If you have a Community Services Card, you may be eligible for a reduced consultation.

-A late payment fee will be added to your account if not paid within 5 days of your consultation.

-A one-off Administration fee will be added to all outstanding invoices at the end of the first month an invoice is incurred.

If you are having difficulty with paying your invoices, please talk to reception about setting up automatic payments or alternative payment options.

