



MOORE MILLER
PHYSIOTHERAPISTS INC.

Billing Policy for out-patient department

1. This practice charges the fees it regards as appropriate in terms of the experience, services and training of the physiotherapists working in the practice, as well as the cost-base of the practice. Competition law dictates that different practices may not agree to charge the same or similar fees.
2. A general fee list of the most common codes we charge is available from reception.
3. Fees are increased on an annual basis, on the 1st of January, in line with inflation and the medical schemes' increase, and clients will be notified of this by the Practice.
4. The practice will provide clients with a fee for services and goods, and where it is unable to do so, it will provide a cost estimate. It should be noted that in healthcare the duration of services, the types of services or the number of items used cannot always be exactly predicted in advance, as it depends on the specific client's health status, healthcare needs and sometimes factors such as age, mobility, etc.
5. In some instances, hospitals, theatres, clinics, doctors (surgeons, etc.), or other healthcare professionals (occupational therapists, etc.) will be involved in the client's healthcare. Such facilities and professionals will charge their own fees in addition to the fees of this practice if they also render healthcare services to you.
6. The practice does not submit any accounts to the medical schemes on your behalf. We require you to pay for services rendered immediately following the session. You can submit the account to your medical scheme, and they may refund you in full or for a portion of the amount charged, depending on the fees that we charge and the benefits awarded by your scheme. Should you feel aggrieved by the decisions of your medical scheme, you can approach the Council for Medical Schemes at: complaints@medicalschemes.com or fax (012) 431-0608.
7. Should you (the client, if you are an adult, or the parent of a child-client) not pay your account within 30 calendar days, we will give you notice of 20 business days, and if you fail to pay in another 10 business days, we will refer your account to a debt collecting agency. This will attract additional collection- and other fees. We reserve the right to charge interest of 2% per month on overdue accounts.
8. If you do not keep your appointment (for any reason whatsoever, apart from emergencies) and you have not let us know at least 24 hours before the appointment, and we are unable to fill that appointment slot, we reserve the right to charge you an average consultation fee amount as a cancellation fee. This amount cannot be charged to your medical scheme.



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9. Please ensure that we always have your latest contact details to prevent you from missing any important communication from us. We may contact the person(s) indicated on your personal information form if we cannot get hold of you and your account remains unpaid.
10. Clients are encouraged to approach us early on if they experience problems with the payment of the account.
11. It remains the Practice's right to waive or reduce, at our discretion, our fees to accommodate needy / disadvantaged clients. This practice also participates in various charitable activities.