



Masterton Medical
your healthcare is our priority

TERMS AND CONDITIONS OF AN ENROLLED PATIENT AND PAYMENT POLICY WITH MASTERTON MEDICAL

1. Patient consults are 15 minutes. If you need a longer visit, please arrange this at booking time so you can be allocated and charged for the correct time.
2. Please if possible, give 24 hours' notice to cancel an appointment. We charge a DNA fee for patients that do not attend their appointment and have not informed us.
3. Our payment policy is for payment on the day of consultation. We do not run accounts. It is an option for patients to set up an AP weekly/fortnightly. Our account details are: 02 0688 0213353 00. Please put your surname and NHI as reference.
4. Patients cannot self-medicate e.g. a patient cannot increase medications and then request an 'extra' or 'catch up' script.
5. Lost / stolen controlled drug medication are only replaced when Dr has been provided with a Police report.
6. Repeat prescriptions take two working days to process. These can be ordered via our script phone line, patient portal or Masterton Medical website.
7. All WINZ, ACC forms, driving licence renewals, medical alarms, must be completed during a doctor consult.
8. We do not ring our patients with their test results unless they are abnormal. All results can be found on your patient portal.
9. We encourage all our patients to register with Manage My Health patient portal. This will enable you to make appointments, order repeat prescriptions, see your test results, communicate with your GP and see your consult notes.
10. All patients are to respect the staff working at Masterton Medical. We will not tolerate any rudeness, abuse, or violence in any form whether it be on the phone or in the practice. You will be asked to leave the practice immediately.

By signing the enrolment, you agree to these terms and conditions.