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|  | ***Kensington Health*** ***8 Kensington Avenue*** ***Kensington, Whangārei 0112*** ***Phone: 09-4379070*** ***Email: admin@kensington.health.nz*** ***Website: www.kensingtonhealth.nz***  |

**Terms of Trade / Credit Terms**

By registering as a patient with us, **you are acknowledging and agreeing to these terms.**

Variations to the Terms of Trade / Credit Terms may occur from time to time, and Kensington Health will notify the patient by way of invoice/statement message and / or other written notification (including but not limited to email, patient portal message, text message) – and you agree that receipt of which shall be deemed to be acceptance by the patient.

**Code of Conduct Policy**

Kensington Health prides itself on making our environment safe for our staff, patients, their whānau and any other visitors - therefore **expects a high standard of behaviour from all of us**. We strive to treat each other with respect, honesty and dignity. We are committed to engage in appropriate business conduct with our staff, patients their whānau and any other visitors.

Kensington Health has adopted a policy of **zero tolerance to any forms of abuse or violence**. We will not tolerate harassment, threatening behaviour, abusive language (via phone or in person), inappropriate physical contact or any other conduct that is found to be intimidating and otherwise create an offensive, hostile or unsafe environment. If any of these things occur, we reserve the right to ask you to leave Kensington Health.

Kensington Health has **installed CCTV around the practice (in public areas only)** to refer to in the event any such inappropriate behaviour occurs.

**Appointments – Missed or Late Policy**

It is your responsibility to remember your appointment. If a patient does NOT attend their appointment without calling us at least one hour prior to the scheduled appointment, **the full consultation fee will be charged**.

If you arrive late for your appointment, **you may be asked to reschedule if we cannot accommodate you.** We will do what we can for you. If you decide to wait, we cannot guarantee how long it will be until you can be seen - priority will be given to patients that have arrived on time. This may mean a considerable wait.

**Complaints Policy**

It is your right to make a complaint about our service. **All complaints should be submitted in writing, with any supporting information as appropriate. Complaint forms are available from our reception team.** Our Practice Coordinator (Complaints Officer) will investigate all complaints received – our aim is to achieve a mutually satisfactory conclusion. You will be advised of our findings once the complaint investigation has been concluded – no more than 7 working days after we have received the complaint. If you feel that Kensington Health has not adequately dealt with your complaint, you have the right to approach the Health & Disability Advocacy Northland (09) 430 0166.

**Credit Policy and Fees**

Kensington Health has a policy of a maximum of 2 consultations or prescriptions being unpaid on your account. Patients will be asked to pay in full on the day before their third visit or prescription request. Kensington Health **reserves the right to withhold non-urgent services where there are more than 2 outstanding consultation or prescription payments due.**

If an outstanding account is not settled at the 90 day period and the patient has not made any effort to contact us to settle the outstanding account, **then patients will only be seen on a cash only basis. Please note that failing to make any attempt at payment past the 90 day period may result in;**

* **Disenrollment as a patient from Kensington Health.** You will be notified in writing should this occur.
* Kensington Health **may disclose this information to debt collection agencies** of Kensington Health’s choice and legal proceedings may follow. This may result in your name and address being entered into a Credit Bureau default listing which may have impact on your credit rating. **Any costs incurred by Kensington Health to recover outstanding amounts will be charged to the patient.**

**All new enrolled patients will be requested to pay on the day of your new patient appointment** – there are no exceptions to this.

* All prices include GST unless otherwise stated.
* Prices quoted for consultations/services may be adjusted from time to time by Kensington Health, and the patient agrees to pay any such adjusted prices.
* Unless otherwise agreed**, full payment is required on the day of consultation/service**.
* Statements are emailed close to the 1st of each month showing any outstanding account balance.
* Where it is agreed by Kensington Health that payment is not made on the day of consultation/service, the patient will ensure that full payment is made within 7 days of the consultation/service.
* **Where accounts remain unpaid/outstanding after 7 days**, Kensington Health reserves the right to and *may* charge an administration fee of $10.00.
* Please speak to our reception team as early as you can if you are not able to pay your bill or need to discuss alternative arrangements, including payment agreements.
* No goods supplied by Kensington Health may be returned for credit.
* Supply of goods for personal use will be covered by the Consumer Guarantees Act 1993.