**First Medical Ltd. Credit Control Policy**

**Terms and Conditions:**

 On applying to register with First Medical (the Practice) you agree to the following:

**Your Declaration to us:**

* I confirm that, to the best of my knowledge, all the information I have given in this registration form is accurate.
* I understand that First Medical (the Practice) has the right to accept or decline my registration application at any time.
* I understand that by attending a consultation with a GP, or other healthcare professional of the Practice, that I accept the terms of service and the fee schedule as displayed in each of the Practice premises.
* I hereby agree to pay any incurred service fees from the Practice at the time of attendance or treatment.
* I expressly consent that, on registration, or prior to accepting any credit arrangement from the Practice, a credit reference check may be taken with an authorised credit reference agency and/or my previous medical practice(s).
* I give my express permission for First Medical to request information, including my medical records, from my previous GP Practice.

 I agree to reimburse the Practice for any charges and disbursements incurred

 In the provision of this information.

* I understand it is my sole responsibility to advise the Practice, in writing, of any changes made in respect of my personal information.

**Payment for services.**

All services provided by, or on behalf of First Medical Ltd., (the Practice), must be paid for at the time of provision of the service.

**“Face-to-face” appointments:** can be paid for by card, cash or cheque prior to leaving the Practice.

**Telephone consultations (when available):** A member of the reception team will contact you after completion of the service in order to take payment.

An administration fee of £5.00 will be added to any accounts not paid on the day.

Charges for other items, such as prescriptions, will be added to your account and will require payment, either at your next consultation, or when in receipt of your end of month statement.

**Services provided by Jersey Doctors on Call (JDOC):** must be paid for on the following working day.

.**Ways to pay.**

There are a number of ways payments can be made.

* **Cheque** by post to any of our three sites.
* **In person** at any of the Practice premises
* **Direct transfer** to our bank account.
* **By calling the Practice,** a payment can be made over the telephone during normal business hours.

 Monday to Friday 8.00am -6.00pm

 Saturday 8.00am – 12.00 midday

Under certain circumstances, the partners of the Practice may offer an Account payment agreement to patients.

The terms and conditions for the provision of this facility are available on request.

**Non payment for services received:** The Practice reserves the right to review the provision of services, and to discharge a patient from the Practice in the event of Non- payment for services received.