



WELCOME TO OUR PRACTICE!

Due to the Consumer Protection Act and the ethical rules binding us, we advise that you read this summary of the basic rules and requirements associated with this practice.

Dear patient

You have made an appointment with us, or have been booked for surgery. You will get the following from us, which you are required to carefully read and ask us if you are unclear as to what something means, or what the implications are:

- A form on which you have to complete all personal details, as well as the details of the referring doctor or healthcare practitioner. Please come in earlier, at least 15 minutes before your scheduled appointment, to complete all the forms.
- We also ask you to nominate someone who would consent to treatment if you were unable to (e.g. unconscious) and also to nominate with whom we can share information on how you are doing.
- A document that contains our terms and conditions. It includes our duties, as well as when you have to pay the account and what you have to do with your medical scheme.
- Our fee schedule of our most generally charged codes and / or a quotation for the health services to be provided. When agreeing to healthcare services, it carries a certain value to which you would have to agree. This is called “informed billing consent”.
- Information about the treatment and / or procedures you require. In some cases, you may get further material to read. You have to agree to the treatment and / or procedure before we can commence. We call this “informed consent”. You have the right to know what your treatment options are, as well as the risks, benefits and costs of each. In healthcare there are many aspects that impact on outcomes and there are always risks. But not undergoing treatment may be as bad for you as the risks that sometimes scare people!

If you have any, please bring with you: previous laboratory test results, your x-rays and details of the referring doctor or healthcare practitioner and any reports s/he may have written. In healthcare practices we are under a legal / ethical duty to help the most urgent cases first. Please be patient if such circumstances arise – we would do the same for you! You are always welcome to ask us for clarity, more information and/or for explanations. It is your duty to indicate to us if you are uncertain, or if you did not understand anything.

We are happy to assist!

Dr. Rudi Hayden and staff

