



Payment Policy

Thank you for choosing us as your primary care provider. We are committed to providing you with quality and affordable health care and by enrolling with the Practice you enter into a contractual agreement with us.

Co-payments

All payments must be paid at the time of service, and for scripts when they are ordered. If paying online, please include your First and Last name as a reference. Our bank details are **Westpac 03 0481 0159636 00**.

Kawau Bay Health does not operate on a credit system

- Payment is due at the time of the consultation or service rendered.
- The Practice reserves the right to request prepayment for services if there is an amount already owing on the client's account.
- If payment is not received by the end of the month, an additional \$5 per month will be added as a late penalty fee.

Cancellation Policy

In order to be considerate to others who are waiting for an appointment and would benefit from this time, failure to attend a booked appointment will incur a charge.

While we endeavour to provide patients with a courtesy reminder for their appointments, it is ultimately the patient's responsibility to remember the appointment time. Our practice requires 2 hours notice for cancellation of appointments.

You are liable to pay a cancellation fee if you miss your appointment or cancel within the 2 hour period.

If you are sick, or unable to make your appointment, please contact us at [09 425 1199](tel:094251199) or email us at reception@kawaubayhealth.co.nz

Thank you for your understanding and cooperation