

TERMS AND CONDITIONS AGREED TO BY PATIENTS / PARENTS AND LEGAL GUARDIANS

ABOUT THIS PRACTICE – DR PR KEET T/A THE EYE CENTRE

This is an Ophthalmology practice. Our approach to healthcare is to partner with our patients in achieving good health outcomes, in which both patient and healthcare professionals share responsibility.

PRICING/FEES AND PAYMENT

1. Dr PR Keet t/a The Eye Centre bills according to a billing policy.
2. Fees can be obtained from our reception staff on request, taking into consideration that these are estimates and some amounts will vary due to the nature of the consultation / procedure.
3. What medical schemes pay for healthcare differ from scheme to scheme, and from option to option. Should you have concerns about the amounts paid by your scheme, you would need to contact them directly.
4. Our fees cover your Practice visit (e.g. the consultation and any equipment or medicines used in the consultation) and all procedures undertaken by the professionals at Dr PR Keet t/a The Eye Centre. Our fees exclude the costs of the hospital, anaesthetists, pathologists, radiologists and therapists involved in your care.
5. You will have to discuss their fees with them. In some cases, we have entered into global fee arrangements with some medical scheme options. Then a single fee will cover various aspects of your healthcare, as provided by various professionals and the hospital.
6. Please note that the cost of healthcare sometimes depends on how your body reacts to treatments and/or operations. The law allows us to step in to save your life, or to prevent or reduce harm to you. We will charge for the costs of this.
7. All accounts must be settled within 30 calendar days of the date on the account. If you have not received an account from us within 30 days, please let the practice know immediately.
8. By choosing Dr PR Keet t/a The Eye Centre, you –
 - Consent to us submitting the account to your medical scheme. This does not mean that the scheme has received the account or that they accept liability for the account. Please confirm that with them.
 - If you do not want any particular account to be submitted to your medical scheme, please let us know before you leave Dr PR Keet t/a The Eye Centre within 30 days after the procedure.
 - Confirm that the person indicated on the practice form as belonging to the scheme as the principal member or dependent, is indeed a member with a valid membership at the date of visiting the practice.
9. Patients who are not on medical schemes are requested to settle the account after the consultation / procedure.
10. All adults (persons over the age of 18) remain fully liable to settle the full account, irrespective of:
 - 10.1 whether your scheme gave pre-authorisation; or
 - 10.2 whether you are a dependent on someone else's medical scheme

In some cases, medical schemes will only pay a portion of the treatment costs, and there is then still a part of the costs/fees outstanding. You are liable to pay this to us within 30 calendar days of the date appearing on the account you receive from Dr PR Keet t/a The Eye Centre.

-2-

11. If your account is not paid after the required number of days, we will give, in terms of the National Credit Act, notice of 20 working days that your account is in arrears. If you fail to settle the account within another 10 days, the account will be handed over for debt collection. This may result in you having a bad credit record. We reserve the right to charge the maximum amount of 2% interest per month, as allowed by the National Credit Act on all outstanding amounts. You will also be responsible for all costs relating to the debt collecting, such as commissions and fees levied by the debt collector and/or attorney.
12. If you feel that your medical scheme should have paid in full, you can lay a complaint at your scheme's internal complaints process, and thereafter the Council for Medical Schemes at complaints@medicalschemes.com

ON TIME OF PERFORMANCE OF SERVICE

Although we will do our best to render the services at the time we set, sometimes a previous patient may require a longer time or an emergency has to get preferences. By agreeing to our services, you agree to this uncertainty. We will, if possible, inform you if we run late.

COMPLAINTS AND CONCERNS

Dr PR Keet t/a The Eye Centre aims to ensure that all complaints and concerns are addressed appropriately and expeditiously. When visiting Dr PR Keet t/a The Eye Centre and using the services and products offered, all patients / consumers and their accompanying persons will, in the case of any complaints or concerns, use the practice's complaints policy and form as a first port of call. Both the policy and form are available from our reception or website.

CONFIDENTIALITY

1. This document constitutes a contractual agreement by Dr PR Keet t/a The Eye Centre to protect all personal information in confidence and aligns with the ethical and professional duties placed on healthcare professionals to preserve confidentiality.
2. In general, we keep all our information confidential, also when you are a child over the age of 12. We can only release information with your written consent, even if a family member requests the information. Please provide us with that consent if you want us to be able to disclose certain information to your family, your employer or other persons or entities. A consent to disclosure form can be obtained from our reception or website.
3. We will use your information only to provide healthcare, and in the following cases, to which you agree by signing the patient information form:
 - **Patient registries**, where your healthcare information is entered into a database which allows the ophthalmology profession to get a better understanding on what is happening to patients and care.
Should it be required to disclose your personal details, a consent form will need to be completed.
 - **Conference presentations, round table discussions, academic meetings, etc.** where healthcare professionals gather to discuss patient care and scientific advances. In these cases, when we use your case as an example, we will ensure that you are not identifiable at all. Where you have agreed to have photographs taken, those will only be used in a manner that does not identify you.

-3-

4. The following special cases exist where the law compels us to disclose your personal and/or health information and by agreeing to our services, you acknowledge this legal duty that we have to disclose:
 - To your medical scheme: a diagnostic code and details of the treatment and/or operation, so that the scheme can evaluate whether it falls within your benefits.
 - To the Compensation Commission or the Road Accident Fund, if you want to claim from them in cases of work-related illness or injury, or in the case of a motor-vehicle accident, all details they require of us.
 - To referring healthcare professionals or others involved in your care: Information that is necessary and in your best interest will be shared with such healthcare professionals in terms of the National Health Act.
 - To the cancer registry, which database is managed by the National Department of Health and the NHLS and is used to ensure better planning and responses to cancer.
5. Some medical schemes provide all information on all the dependents on a scheme to the principal (main) member. We do not accept liability for any personal or health information that is disclosed as a result and you should direct queries on this to the medical scheme you belong to.

PURPOSE AND NATURE OF HEALTHCARE

1. You confirm that you understand that in healthcare results cannot always be predicted or guaranteed. Results also depend on how one's body reacts to the treatments and/or procedures.
2. You confirm that you understand that your own behaviour or that of a child or person legally under your care may affect the outcome of the healthcare received. You agree to follow the instructions provided to you by the healthcare professional and/or come for follow-ups, etc. If you do not follow the instructions of the healthcare professionals or others, you undertake to not hold Dr PR Keet t/a The Eye Centre and its staff liable for any negative consequence.

CHILDREN AND HEALTHCARE

You confirm that you understand that, as a parent or legal guardian, you are legally liable to cover the cost of your child's healthcare, even if the Children's Act allow the child to provide consent to treatment without your consent (children 12 -18 years who understand the implications of the treatment). You also confirm that you understand that there is a special legal dispensation and forms that must be used in cases of operations on children. We have a specific leaflet on Children and Healthcare, which is available from reception and on our website.

EQUIPMENT, MEDICAL DEVICES AND MEDICINES ("GOODS") WE USE

1. If we have to substitute a medicine or device with another one, we will obtain your consent for that. This is however not possible when you are in theatre, but we will inform you of that afterwards. In theatre, we will only substitute if necessary, such as when certain goods are not available, or are not working for your specific requirements.
2. If you are offered a substitution of a medicine at a pharmacy level, ask the pharmacist whether such substitution would be in your best interest, or ask us at the practice. Remember that the law only allows for generic substitution (the same molecule) and does not permit therapeutic substitution (another molecule). Please always take or use medicines as instructed.

-4-

3. Pharmacy- and health legislation prevents us from taking back any medicines or equipment we have provided to you. We can also not refund such products.
4. We have to report all negative consequences (“adverse events”) of medicines and medical devices to the manufacturer and the authorities. They will decide on the correct action and will inform us, and sometimes you, of the necessary steps to take.

PATIENT / CLIENT / CONSUMER DUTIES (NATIONAL HEALTH ACT, 2003)

1. You must adhere to the rules of Dr PR Keet t/t The Eye Centre and any instructions given to you by the staff or healthcare professionals.
2. You have the right to ask questions and to have them answered. If you do not ask any questions, we will assume that you have understood everything and are fine with everything.
3. You and/or your family or other persons that come to Dr PR Keet t/a The Eye Centre should not harass the healthcare professionals and staff. They must be treated with respect. If not, we are allowed by law to refuse to treat – or to continue to treat you or your children. In such cases, we will refer you to another practice.