



Dr MA van Dyk

Specialist Anaesthesiologist and Intensivist
MB.Ch.B (UOVS) FCA (SA) Crit Care (SA)

Dip in Clinical Ultrasound
Director of Netcare Unitas ECMO unit

PATIENT AND FAMILY INFORMATION

About the practice

- Doctor consults patients primarily in the ICU, High Care or Ward.
- As doctor does not typically see patients in the rooms, in room consultations are by arrangement only.
- Appointments to meet Dr van Dyk in her rooms to discuss the patient's diagnosis and condition can be made with the practice receptionist. Requests will be met based on doctor's ward rounds and schedule.
- Messages and patient information can be left with the rooms either telephonically or via email and these will be conveyed to doctor through our electronic system.

In Hospital

- Please nominate one person per family as the contact / spokesperson with whom Dr van Dyk can liaise regarding the patient's condition where required.
- In the case of minors, the doctor will discuss the patient's diagnosis and condition with the Parent / guardians.
- Should an adult not be awake or able to understand, the doctor will discuss the patient's diagnosis and condition with the family representative.
- However, should an adult patient be fully awake and comprehensive, the doctor will discuss the diagnosis and medical plan directly with the patient. Due to doctor-patient privileges, the doctor will not be able to discuss the patient's diagnosis and condition with any other party.

General Information

- Any required reports, motivations, sick notes, etc. can be requested through reception and will be handled accordingly.
- Doctor reserves the right to charge a fee for extra motivation letters required / requested by the medical aid to motivate for services / treatment / hospitalisation.
- Should the patient require Dr van Dyk to fill in any forms, the practice reserves the right to charge a nominal fee. Medical aids seldom pay this fee, which will then be for the patient's own account.

Accounts

- All claims for consultations and procedures are submitted directly to the medical aid. Private patients will be billed privately.
- Please ensure that all the medical aid and personal information on the hospital admission forms are correct.
- Our practice is a cashless environment and we urge that all payments are done via EFT, Bank deposit or SnapScan.
- The practice billing policy may be higher than what is covered by your medical aid. Due to this, a co-payment may have to be levied by the medical aid or the practice.
- Dr van Dyk charges 300% for both in- and out-hospital consultations and procedures.
- Full and final settlement of this account remains the full responsibility of the patient/main member
- Doctor reserves the right to charge a nominal fee for telephonic, electronic and family consultations (in rooms). Medical aids seldom pay this fee, which will be for the patient's own account.
- Due to the varying and different benefits and exclusions on the different medical aid plan options in the market, it remains the patient's responsibility to validate with their medical aid which procedure codes and reimbursement tariffs are applicable to their plan even if the patient's medical aid covers a certain procedure, it does not necessarily imply that the medical aid will reimburse all the procedure codes charged by the practice.
- As the doctor is super specialised, the medical aids often only take note of her first speciality, Anaesthesiologist. Should the doctor not consult as the Anaesthesiologist but rather as the Intensivist, there may be rejections on the claims or portions thereof stating that she is not allowed to bill the codes charged. Every measure is taken from our side to notify them of this misconception and to have the claims reprocessed accordingly. Should this circumstance occur on your claims, we request that you notify the medical aid of the above accordingly.

The care of your family member is of the utmost importance to us.

We will endeavour to do everything within our power to ensure that your family member is treated with dignity and respect

I, the undersigned, hereby acknowledge and accept the following practice terms and conditions

- I am aware that this contract serves as a notice of the practice policy. It is non-negotiable and is a legal document, a binding agreement between myself and Dr MA van Dyk. and that this agreement pertains to all patients of Dr van Dyk unless special circumstances or exemptions have formally been put in writing and personally signed by Dr Marlice van Dyk.
- I have been made aware that this practice charges **above medical aid rates** for consultations, emergency care and procedures in and out of hospital. I agree to comply with all co-payments for services rendered.
- I am also aware that there will be annual increases in practice fees for all consultations and procedures, and that unless a formal quotation for a specific procedure is accepted in writing by both client and provider, these cost-increases will apply to all patients (usually effective 1 January of each year).
- I declare myself the person responsible for my complete account. I undertake to settle all fees incurred through elective or emergency consultation, deliveries, procedures or care otherwise provided irrespective of my agreement with my medical aid. If there is any delay or dispute (by my insurer or other) regarding payment, I undertake to settle the account personally within **60 days** of services rendered.
- If I am a dependant on my medical insurance, I personally take responsibility to inform the main member of this agreement as well as all other decisions or arrangements made with this practice or its affiliated staff, and until the main member agrees to accept responsibility for the account – I accept full financial responsibility as set-out in this document as well as the practice billing policy.
- While the practice submits all medical claims to the medical aid on my behalf, I acknowledge that the authorisation, submission, confirmation and follow-up of claims ultimately remain the patient/main member's responsibility.
- Private Patients are requested to settle their account immediately.
- Some medical aids prefer to reimburse the main member directly. Should you be reimbursed, it is your responsibility to pay over these funds to Dr van Dyk within **7 days** of receiving them. Should you fail to settle the account you will be handed over immediately for collection as well as reported to your medical aid.
- This practice does not claim from medical aids outside the borders of South Africa. If you are a member of these medical aids, you are requested to settle the account in full and claim it back from the medical aid.
- This practice charges for any paperwork requested, e.g. motivations, chronic medical forms and medical reports. Your medical aid may not cover these costs.
- I acknowledge that in providing health and/or medical services to me, it is necessary for this practice to process my personal information. I provide my express consent to the practice to process my personal information for purposes of providing services to me. I further provide my consent to this practice to share such information as may be necessary with other service providers who may be involved in my treatment (including practice staff; locum doctors and their staff; hospital staff and administration) including my medical aid for purposes of processing payment.
- I acknowledge that Dr van Dyk could be requested to treat myself/my loved ones by either being the doctor on call for the day; special request of a current treating doctor; as a stand-in for the treating doctor over a weekend or while they are on leave; or by request of a family member and I hereby give consent for Dr van Dyk's treatment even if I was only notified after the treatment took place. I acknowledge that every effort is made by the practice to notify the patient/member/family of such treatment as soon as possible. That this notification would happen within the first 3 days of the week proceeding consultations that take place over the weekend.
- I know that for all care, including emergencies, this practice affiliated with Netcare Unitas Hospital as well as Mediclinic Midstream and also that the practice makes use of locum doctors as per the discretion of Dr van Dyk. I understand that Dr van Dyk is under no obligation to personally attend to my care, and I agree to accept care offered by the locum doctors appointed by Dr van Dyk when she is not personally available to tend to my care.
- Upon signing the practice terms and conditions I have been made aware that all consultations and interaction with Dr van Dyk is stored on an electronic patient file and will be stored in a secure server as part of practice note-keeping for the personal use of Dr van Dyk and staff.
- Dr van Dyk and staff have provided adequate opportunity to enquire about and discuss the billing and payment protocols and I am aware of the consultation fees as printed on the back of this page.
- I have also been made aware that Dr van Dyk has set consultation times for family members. That should Dr van Dyk be stopped in the hospital outside of these times for consultations, she can at her discretion bill additional family consultation fees. Email correspondence for non-urgent enquiries will be billed as electronic consultations and will be answered by the practice staff when possible in office hours.
- I have chosen to consult Dr van Dyk and sign this agreement as a personal decision, without coercion. I acknowledge that I am under no obligation to consult Dr van Dyk and that there are other caregivers to whom she will gladly refer me if requested.

I, _____, the undersigned, hereby acknowledge that he/she fully understand the above mentioned and accepts liability as the principal debtor, alternatively as co-debtor jointly and severally with the patient, for payment of any claims by the practice for services rendered.

Signed

Date