

# WINDSOR MEDICAL PRACTICE

## Credit Control Policy

Payment of all services.

All services received from Windsor Medical are payable on the day of receipt, unless otherwise agreed in advance.

The following services are provided **free of charge** to registered patients:

- Face-to-face medical appointments
- Telephone consultations

No invoices, administration fees, or late payment charges apply to these appointments.

Some services provided by Windsor Medical are chargeable. These include, but are not limited to:

- Investigations carried out (eg. Bloods)
- Medical reports, letters, and forms
- Prescriptions
- Travel vaccinations and other non-routine vaccinations
- Any other services listed in the current Windsor Medical fees schedule

### Administration Fees

A £7.00 administration fee will be applied if payment is not made on the day the service is provided.

This administration fee will be waived if full payment is received within 7 days of the invoice date.

### Prescriptions and Travel Vaccinations

- Prescriptions must be paid for in advance if they are to be sent to a pharmacy, or paid at the time of collection from the practice. Prescriptions will not be released until payment has been received.
- Travel vaccinations must be paid for in advance in order to secure the vaccinations.

### Queries and Discrepancies

Any discrepancies or queries regarding an invoice or balance due must be raised in writing or by email within 5 days of receipt of the invoice or statement.

Queries raised outside this timeframe may not be considered.

### Ways to Pay

Payments to Windsor Medical may be made using the following methods:

- By telephone during published opening hours
- Face-to-face payment at the practice premises
- By Bank transfer

### Terms and Conditions for Payment

By registering with Windsor Medical and attending an appointment, patients agree to the following:

- All information provided during registration is accurate to the best of their knowledge
- Windsor Medical reserves the right to accept or decline registration applications
- Attendance at a consultation constitutes acceptance of the practice's current terms of service and fee schedule
- Fees incurred are payable at the time of attendance or treatment unless otherwise agreed
- Where appropriate, a credit reference check may be undertaken prior to accepting any credit arrangement
- Permission is given for Windsor Medical to request information, including medical records, from a previously registered GP, with any associated charges reimbursed

Patients are responsible for notifying the practice in writing of any changes to their personal details.

### Late Payment and Overdue Accounts

Invoices are due for payment on the invoice date.

- A £7.00 administration fee will be applied to accounts not paid on the day of service

- This fee will be waived if full payment is received within 7 days of the invoice date

Overdue account charges may be applied on a monthly basis until payment is received in full. Credit for certain services, including repeat prescriptions and other non-urgent services, may be restricted until any overdue balance has been cleared. Where credit is restricted, all services must be paid for at the time of booking or request.

### **Payment Plans and Debt Recovery**

If payments are not maintained under an agreed plan, Windsor Medical reserves the right to instruct a debt collection agency to pursue the outstanding balance. Where an account is referred to a debt collection agency, an additional £25.00 administration charge will be applied and added to the outstanding balance.

### **Non-Payment of Services**

Windsor Medical reserves the right to:

- Restrict or disallow non-urgent services
- Consider removal from the practice list

Where a patient fails to resolve ongoing financial issues relating to services received.