

Broadway Medical Centre Payment Policy

As at 1 March 2024

At Broadway Medical Centre, we greatly appreciate your continued trust in our healthcare services. If you have always paid for these services on the day, thank you.

We understand that navigating healthcare expenses can sometimes be challenging, and we want to assure you that we are here to support you every step of the way. Our payment terms are designed to facilitate clear communication, fair expectations, and accessible options for addressing any financial concerns that may arise. We expect you to reach out to us to discuss payment plan options if you are having difficulty.

Payment Terms:

1. Payment is required on the day of service.
2. Payment can be made by cash, EFTPOS and online payment.
3. Statements are issued at the beginning of the month. All statements will incur a \$5.00 statement fee.
4. **If your account remains unpaid at 30 days,**
 - a. A further \$5.00 monthly statement reminder fee will be added.
 - b. You may be required to pre-pay for future services.
 - c. Your access to Manage My Health may be suspended.
5. **If your account remains unpaid at 60 days,**
 - a. A further \$5.00 monthly statement reminder fee will be added.
 - b. You will be required to pre-pay for future services.
 - c. Your access to Manage My Health will be suspended.
 - d. Your account may be referred to our debt collection agency (additional collection fees will apply)
 - e. You may only be able to be seen for acute services (pre-paid)
6. **If your account remains unpaid at 90 days,**
 - a. A further \$5.00 monthly statement reminder fee will be added.
 - b. You will be required to pre-pay for future services.
 - c. Your access to Manage My Health will be suspended.
 - d. Your account may be referred to our debt collection agency. (additional collection fees will apply)
 - e. You may only be able to be seen for acute services. (pre-paid)
 - f. Your future enrolment with us will be reviewed.

If you would like to speak to someone about your account, please phone reception 03 477 4335. We may be able to check your eligibility for a WellSouth GP voucher, help you set up an automatic payment, or refer you to our Community Support Worker who is available to discuss entitlements that may be available for you.

Our bank account for online payment is: **06 0901 0814968 000**