

The WDGMC CRU Billing Policy

Dear patient

Please note that all the colorectal surgeons working as part of the Wits Donald Gordon Medical Centre (WDGMC) Colorectal Unit (CRU) have a universal billing policy and as such will charge universal fees for all consultations and procedures.

In rooms first consultation:

A standardised fee of R2,000.00 will be charged for all in-rooms first consultations. This fee will be charged to all patients, irrespective of the medical scheme or plan type. The first consultation fee is to be settled by the patient following the consultation with either cash or card payment. It is the responsibility of the patient to claim the reimbursement from their medical aid scheme. If additional procedures are performed during the consultation, such as an ultrasound or proctoscopy, these procedures will incur an additional charge.

Certain medical aid schemes require a Specialist Authorisation Reference before the consultation with a specialist will be reimbursed. It is the responsibility of the patient to confirm this with their medical scheme prior to the consultation. The patient is still liable for the cost of the consultation, even if a Specialist Authorisation Reference has been obtained.

An additional fee of R350.00 will be charged for any unscheduled or emergency consultations in circumstances where patients need to be seen urgently in the rooms.

Please note that the consultation time is allocated only to the patient for whom the appointment was made. If the doctor is consulted regarding someone else during that consultation, an additional consultation fee will be charged.

In rooms follow up consultations:

A standardised fee of R1,200.00 will be charged for all in room follow up consultations. This fee will be charged to all patients, irrespective of the medical scheme or plan type. All consultation fees are to be settled by the patient following the consultation with either cash or card. It is the responsibility of the patient to claim the reimbursement from their medical scheme. If additional procedures are performed during the consultation, such as an ultrasound or proctoscopy, these procedures will incur an additional charge.

In rooms post-operative follow up visits:

There will be no charge for any post-operative follow-up consultations up to 30 days following any procedure/surgery.

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Should complications arise because of the procedure e.g. wound sepsis, post-operative ileus, dehydration from ileostomy etc. an in rooms follow up consultation fee may be billed after the 30-day post-operative period is complete.

Follow up visits after Diagnostic procedures:

A diagnostic procedure is any procedure performed to diagnose a disease or medical condition and not treat it, for example: Colonoscopy and Gastroscopy. Rubber Band Ligation (RBL) of haemorrhoids is not a definitive and long-term treatment option and will be managed in this category.

Normal billing policy for follow up consultations applies.

Please note that no consultations or results will be given telephonically, via SMS, WhatsApp or email.

If a patient demands a reply via telephone, SMS, WhatsApp or email, this will be regarded as a consultation and will be billed accordingly. The account will be sent to the patient and it is the patient's responsibility to settle this account within 30 days and claim back the cost from their medical aid.

In Hospital admission and consultations:

In-hospital consultations are charged at 217% of medical aid rate (Discovery classic rate). Please note that all the practices within the CRU have signed specialist agreements with Discovery Medical Aid and charge this rate.

Patients on any non-classic Discovery plans or any other medical aid may have a co-payment for in-hospital consultations. It is the responsibility of the patient to liaise with their medical scheme prior to admission and determine if the account will be paid at the billed 217% rate or less. Should there be a shortfall, it is the patient's responsibility to settle the account.

Should you require a quote this can be requested via email from accounts@harran.co.za

It remains the responsibility of the patient to obtain their authorisation from their medical aid scheme/health insurance for any procedure prior to the admission. All information will be provided to the patient to obtain an authorisation timeously.

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Please note that an authorisation number for any procedure from the medical aid scheme/health insurance it is NOT a guarantee for payment. Your medical scheme may still choose to pay none or part of the final account. In every case any outstanding amount will need to be settled by the patient.

Other in hospital service providers or healthcare practitioners e.g. radiology, pathology, hospital admission, histology, anaesthetists, dieticians and physiotherapists, etc. will charge separately from this practice. Patients are encouraged to contact the appropriate service provider regarding their tariffs and fee structure.

Telehealth and Telephonic consultations:

Telephonic consultations are short discussions or answering of questions by the Doctor on the request of the patient (not more than 10min) and must be arranged for in advance.

The fee for these consultations is R650.00

Telehealth consultations are full video-link consultations and will be billed as a follow-up consultation. Please be aware that an additional unscheduled fee may be added to any emergency or out of hours consult. The doctor will set up the link via a specific platform and this link will be emailed to you.

All fees are to be settled prior to the Telephonic or Telehealth consultations. The consultations will only be confirmed once proof of payment has been submitted to accounts@harran.co.za.

Repeat prescriptions:

A repeat prescription will not be issued without a consultation with the doctor in the past 6 months.

In the unlikely event that a repeat prescription is issued without a consultation, this will be charged for at a fee of R350.

All fees are to be settled once the script has been requested at the practice. Scripts will not be e-mailed or collected from the practice until payments have been made and proof of payment submitted to accounts@xpedient.co.za.

Completion of Forms, Writing of Special Letters & Motivations:

The practice reserves the right to charge for any additional paperwork requested by any party including your medical aid or insurance company such as: motivation letters, chronic medication forms or reports etc. It is the responsibility of the patient to obtain the correct forms and submit these to the practice.

The cost of any special motivation letters is R550.00 and for any insurance or chronic medical form is R1000.00.

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Documentation will only be released once payment has been made and proof of payment submitted to accounts@harran.co.za.

Legal Aspects:

Final settlement of the account remains the full responsibility of the patient/main member. If the account is not paid within 30 days a 2% interest and R60 admin fee will be added, as allowed by the National Credit Act.

Accounts not paid within 60 days will be handed over to the collection company appointed by Dr Nadine Harran's billing company Xpedient (Pty) Ltd. The patient is responsible for all costs incurred relating to the debt collecting, such as commissions and fees levied by the attorneys.

The patient and/or guarantor consents to allow the practice to use a national credit bureau database for tracing purposes if necessary.

Should that patient and/or guarantor fail to settle their account in full, the practice may record the patient and/or guarantor default with a Credit Bureau.

In the event of legal proceedings for the recovery of an unpaid account, the patient and/or guarantor will be liable for the payment of legal fees at a rate agreed on by the attorneys. All parties named herein consent to the jurisdiction of the magistrate's court should legal proceedings be necessary for the collection of outstanding amounts.

By signing this document, I agree to the following:

- I have read and understand the billing policy.
- I have been given the opportunity to ask questions and clarify any uncertainties regarding the billing policy.

I accept the billing policy as stipulated above

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