

# DR MELANÉ VAN ZYL

## PSYCHIATRIST

**MBChB (UFS) MMed Psych (Stell) FC Psych (SA)**

**Pr Nr: 021 3349**

Medi Village, Unit 12, Cnr Joubert & Grey Avenue, Vereeniging 1939 Mediclinic  
Emfuleni, Third floor, 6 Jan van Riebeeck Boulevard, Vanderbijlpark 1911

Tel: 016 004 0166

Fax: 086 577 0833

info@thejoylab.co.za

### BILLING POLICY

1. This practice charges the fees it regards as appropriate in terms of experience, services and training of the professionals working in the practice, as well as the cost-base of the practice. Competition law dictates that different practices may not agree to charge the same or similar fees.
2. A general fee list of the most common codes we charge is available from reception by email or telephonically.
3. Fees are increased on an annual basis and patients will be notified of this by notice in the practice.
4. The practice will provide patients with a price of goods and/or services, and where it is unable to do so, it will provide a cost estimate. It should be noted that healthcare is not an exact numerical science, and the duration of services, the types of services or the number of items used cannot always be exactly predicted in advance, as it depends on the specific patient's health status, healthcare needs and sometimes factors such as weight, or possible adverse reactions.
5. In some cases hospitals, theatres, clinics, other doctors (such as anaesthetists, pathologists, etc.), or other healthcare professionals (occupational therapists, psychologists, physiotherapists, etc.) will be involved in the patient's healthcare. Such facilities and professionals will charge their own fees in addition to the fees of this practice if they also render healthcare services to you.
6. The practice may contract to certain medical schemes (options) in a particular year. In such cases the practice is obliged to charge at the fee levels so agreed with that scheme. For 2020 this practice will use Discovery Premier A rates as a base rate.
7. If the practice has not contracted with a scheme (option), the fees that we charge and the benefits awarded by your scheme may not overlap. This would mean that you may be required to pay the difference, or in some cases, depending on the patient's medical scheme, pay for the treatment in full. Should you feel aggrieved by the decisions of your medical scheme, you can approach the: Council for Medical Schemes at: [complaints@medicalschemes.com](mailto:complaints@medicalschemes.com) or fax (012) 431-0608. Note that the CMS would want patients to exhaust internal remedies (appeals in the scheme) first.
8. In some cases, and especially for medical scheme may require pre-authorisation and/or a motivation prior to certain treatments. Pre-authorisation or scheme approval is, according to schemes, no guarantee of payment.
9. Should you (the patient, if you are an adult, or the parent of a child-patient) not pay your account within 90 calendar days, we will give you notice of 20 business days, where-after we will refer your account to a debt collecting agency. This will attract additional collection- and other fees. We reserve the right to charge interest of 2% per month on overdue accounts.
10. Please ensure that we always have your latest contact details to prevent you from missing any important communication from us. We may contact the person(s) indicated on your personal information form if we cannot get hold of you and your account remains unpaid.
11. Patients are encouraged to approach us early on if they experience problems with the payment of the account.
12. In deserving cases, we may reduce our fees to accommodate such patients. This practice also participates in various charitable activities and offer specific treatments (eg. psychoanalysis and EMDR) at discounted rates.
13. Employment, insurance, Road Accident Fund and Compensation Fund (workplace injuries/disease) are dealt with according to the specific rules set by such bodies. Please inform us should you fall into these categories so that we can explain billing in these cases to you.
14. Please enquire about the fees for motivations to be send to the Medical Aid, reports, and any other work requested from Dr van Zyl. Where appropriate, this will be billed to the Medical Aid (or other party e.g. employer or Insurance Company), but the patient remains responsible for the outstanding amount. In certain cases (e.g. Medical Legal reports), the report will only be released when the full amount is settled.