



DR ELMARI MULDER CRAIG

PhD ECPS

EUROPEAN CERTIFIED SEXOLOGIST | RELATIONSHIP THERAPIST

TERMS AND CONDITIONS/PRACTICE POLICY

Welcome to the practice of Dr Elmar Mulder Craig.

The purpose of this document is to provide you with the essential information regarding administration, fees, payments, and ethical rules. T&C's can be tedious, but please take the time to read through this document – it is full of important and useful information.

By signing this document, you agree to our full Terms and Conditions.

WHAT TO DO BEFORE YOUR APPOINTMENT

- Complete all the documentation that is e-mailed to you including the patient information form, Informed Consent and the Terms and Conditions.
- Confirm your appointment as soon as possible by replying to the e-mail or WhatsApp you have received OR by sending an e-mail OR by phoning us at our rooms.
- Make and EFT payment 48 hours prior to your appointment.

FEES AND PAYMENT

- This is a CASH practice.
- Please take note that all first consultation fees are payable 48 hours in advance.
- Follow up consultation fees are payable with cash, cards, or EFT payments prior to or directly after your appointment.
- It is the sole responsibility of the patient to submit the account to the medical aid for which you will be furnished with a receipt. It is not the responsibility of this practice to submit accounts to the medical aid on any patient's behalf. _____Initial
- Consultation Fee Structure:

| | | | | |
|----------------------|---|------------------|---|-----------|
| Initial Consultation | : | 60 to 80 minutes | @ | R 2000.00 |
| Further Sessions | : | 50 minutes | @ | R 1200.00 |
| | : | 80 minutes | @ | R 1800.00 |
| Hypnotherapy Session | : | 60-80 minutes | @ | R 2000.00 |

- The patient hereby agrees to pay for all the specified services, according to the above fee structure. _____Initial



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- Outstanding accounts may be referred to our attorneys for debt collecting. You will furthermore be held responsible for all legal costs relating to the debt collection such as commission and fees levied by the attorney. Please consult with Dr Mulder Craig should you wish to make arrangements for payment of your account.

WHEN CAN I EXPECT TO GET MY INVOICE?

- Your invoice might not be generated by the receptionist and might also not be generated immediately after your appointment she will however receive your payment and supply you with a receipt.
- You can expect to receive your invoice within one week of your consultation, via e-mail, but there might be exceptions to this due to circumstances beyond our control.
- Please contact us at the supplied e-mail address if you would like to receive your invoice urgently. Keep in mind that you have up to four months to submit your invoice to your medical aid.

For queries about your account, please email info@elmaricraig.co.za

BANKING DETAILS

Dr Elmar Craig
Capitec
Savings Account
Account Number 1409805946
Branch code 470010

HOW DO MEDICAL AID CLAIMS WORK?

- **Dr Mulder Craig does not submit claims to the medical aid.**
- Once you have received your invoice, you may submit it to your medical aid, **together with your receipt/proof of payment** within four months of the date of the appointment.
- It is very likely that only a portion of your fee might be covered by your medical aid. You can contact your specific medical aid in advance to familiarise yourself with the situation.
- By signing this document, you acknowledge that you have been informed of the fact that this is a cash practice and that Dr Mulder Craig charges rates over and above the SAASWIPP rates (depending on your plan and benefit structure).
- You can confirm the rates, which are available from SAASWIPP at info@saaswipp.co.za

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APPOINTMENTS

- If an appointment is not cancelled 48 hours prior to the appointment, the full appointment fee will be payable as prescribed by SAASWIPP. Appointments may be cancelled via WhatsApp, e-mail or telephonically. _____ Initial

CONFIDENTIALITY

- Patient information is kept confidential.
- The office is POPIA (The Protection of Personal Information Act, No. 4 of 2013) and PAIA (The Promotion of Access to Information Act, 2 of 2000) compliant and the information officer is Dr Mulder Craig.
- Your personal information provided on the patient information form and your account details are privy to the practice manager as well.
- Dr Mulder Craig will only release information with the patient's written consent. Please provide Dr Mulder Craig with the written consent and reason for disclosing of information, if you require her to share information with your general practitioner, psychiatrist, medical aid, insurance company or any other third party.
- Dr Mulder Craig may refer the patient to a third party for additional advice or therapy. As part of the recommendation Dr Mulder Craig may, with the patient's written consent, need to provide pertinent personal and confidential information to the third party.
- It is the client's own choice and free will whether to procure such additional services. Dr Mulder Craig cannot be held responsible for the recommendations, therapy, or guidance provided to the client by such third party.
- The patient herewith gives informed consent to Dr Mulder Craig to discuss the patient's case at multidisciplinary meetings or with other health care practitioners where Dr Mulder Craig deems it to be in the patient's best interest. The information given will be anonymously, i.e: without the patient's name, or other recognisable features.

Please note: We are obligated by law to use the correct ICD 10 (diagnostic) and procedural codes on your invoices. These codes can be used to identify any medical conditions you may suffer from and/or the purpose of your visit. Keep this in mind if you submit your invoice to your medical aid. This is especially important if you are not the main member of your medical aid, and do not want the main member to have access to such information. You are welcome to enquire about the specific codes which will be used.

HOW DO I CONFIRM OR CANCEL AN APPOINTMENT?

- You will receive an e-mail from us stating the exact date, time, and venue of your consultation. If you have not received it, please insist on one. If there are any discrepancies between the e-mail you received and what you were told at the time you made your appointment, please phone the office to confirm the information. There is nothing more frustrating than arriving at the wrong time or place!



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- Please reply to the e-mail or WhatsApp you receive, or phone the office to confirm your appointment. If you don't confirm your appointment, it will be cancelled in order to accommodate other patients on our waiting list.
- If you have confirmed your appointment, but then decide to cancel, and then do not cancel at least 24 hours in advance, you will be charged for the full appointment. (Please note medical aids do not cover missed appointments, so this amount will be for your own account and this arrangement is valid for all future appointments.)
- If you booked your appointment within 2 days from the date of your appointment, your booking will be considered confirmed, and you will be charged for the full appointment if it is not kept.

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HOW LONG SHOULD I EXPECT TO SIT AND WAIT FOR THE DOCTOR?

We respect your time, and it is not our intention to keep you waiting. Our day is also much less stressful if we are on time! Running late is unfortunately sometimes unavoidable. However, if you have to wait longer than 30 minutes after your appointment should have started, it will be free!

PURPOSE AND NATURE OF SERVICES RENDERED

- The success of therapy depends on many factors and cannot be guaranteed.
- Should the patient not accept advice or implement the recommendations made by Dr Mulder Craig, the patient hereby indemnifies Dr Mulder Craig and her practice against any loss that the patient may suffer as a result thereof.
- Dr Mulder Craig does not provide forensic or court reports.
- Dr Mulder Craig or the patient may terminate therapy at any point.

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WHAT HAPPENS IF I HAVE QUESTIONS AFTER MY CONSULTATION, OR HAVE AN EMERGENCY BETWEEN APPOINTMENTS?

- You can e-mail your questions directly to elmari@elmaricraig.co.za and they will be answered as soon as possible.
- You can also phone the practice and ask for the next slot for a telephonic appointment.
- If it is urgent, it is better to phone the practice to see what can be done to accommodate you as soon as possible.
- It is our policy not to take any phone calls while in consultation with patients, even if it is an emergency.
- If Dr Mulder Craig is not available or away from the practice and there is an emergency, you may want to contact your general practitioner or go the nearest Emergency Room.



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WHAT DO WE DO TO KEEP YOUR INFORMATION CONFIDENTIAL?

- You can be assured that we don't share your personal or medical information with any third party without your consent. Our staff has undergone special training, and patient confidentiality is our top priority.
- Your file is stored in a locked cabinet.
- The practice personnel do have access to your contact information and medical aid details but have signed a strict confidentiality agreement.

We require you to consent to the following:

Supervision:

To ensure the highest quality of treatment, complicated cases might be discussed in The My Sexual Health multi-disciplinary team, Dr Mulder Craig is a member off. These meetings are closed meetings and only for members of our professional team, abiding by very strict confidentiality rules. Your identifying information is not shared during the team meetings. Please inform us if you would not like your case to be discussed. _____Initial

Non-identifiable data:

We take the outcomes and the quality of the service we deliver very seriously. Your data might be used for auditing, teaching or research purposes, but in a non-identifiable manner i.e. dissociated from any personal information. _____Initial

I, the undersigned, declare that I make use of the service of Dr Elmar Mulder Craig and her practice out of my own free will. I hereby consent to the processing of my personal information contemplated in the Protection of Personal Information Act No. 4 of 2013 by Dr Elmar Mulder Craig, the practice staff and third parties with whom Dr Elmar Mulder Craig has a contractual relationship for the following purposes:

1. Treating and management in terms of a therapeutic-and-patient relationship.
2. The administration of the contractual relationship between me and Dr Mulder Craig.
3. Communication with other persons inasmuch it relates to my treatment and management.
4. Communicating with third parties who have undertaken to indemnify me for the costs of my treatment and management or part thereof including medical schemes and their administrators where relevant.
5. Collecting monies outstanding.



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I confirm that I fully understand and agree to the terms and conditions as set out above.

PATIENT TO COMPLETE PLEASE

FULL NAME

SIGNATURE

DATE

ID NO

FULL NAME

SIGNATURE

DATE

ID NO