

We welcome you to our practice and trust that we can be of assistance.

Certain prior arrangements are necessary to run a busy practice efficiently. We would like you to take note of the following **before** you decide to make use of our services.

This practice is focused solely on the diagnosis and treatment of medical problems. It implies that each <u>patient's</u> <u>problem receives our undivided attention.</u> Therefore:

- 1. Dr Wessels is not available for telephonic consultations and cannot receive telephone calls. Please respect the time of the patient in the consultation rooms (or theatre).
- 2. Only one patient per appointment. The <u>maximum time allotted per consultation is 30 minutes</u>. If you use more time it will negatively impact on everyone after you.
- 3. Reports to third parties e.g. employers and insurers are not a priority! Due to the long waiting list for appointments no time is specifically reserved for medical reports. Forms and reports will only be completed if a consultation is made specifically for this purpose. The average waiting time for this is approximately 3 months and the cost is equal to the fee for a first appointment (payable in cash).
- 4. It is very important that patients ensure that they have <u>sufficient sick leave</u> for recovery. <u>Backdated motivations for planned operations are not allowed.</u> Rather opt to postpone elective surgery than to be in conflict with your employer. Dr Wessels will not become involved in administrative issues.
- 5. Woundcare is done by the Practice Nurse and in most cases is included in the cost of surgery (for the first 4 weeks). The cost of materials used may not be covered by your medical aid. You may thus be held responsible for these costs.
- 6. This practice is <u>contracted out</u> with the majority of medical aids. <u>Co-payments may be needed.</u> A quotation with the full details thereof will be made available to you. Discount is offered for early payments.

I have taken note of and accept the above:			
Name (Capital Letters)	Signature	Date	

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