

## **Practice Protocol**

Dr Govender is a Specialist Physician with a keen interest in Diabetes. This practice runs on a cash on consult basis which means that we do not bill to Medical Aids. All fees are to be paid in the rooms upon the day of consultation. We accept cash or card payments, strictly no cheques. This practice values our relationship with our patients and would like to ensure complete transparency on the patient's medical costs associated with this practice. All information handled by this practice is regarded and treated as strictly confidential.

### **Consultations**

#### **First Time Consultation**

The standard rate for a first time consultation is:

**R1650 (including an ECG)**

The duration of consultation is 60 minutes for a full work up for our first time patients.

#### **Follow Ups**

If you are to follow up with Doctor Govender at a next occasion in the rooms, rates are as follows:

**30 minutes - R800 (the usual rate)**

**45 minutes – R1000**

**60 minutes – R1200**

#### **Sick Notes and Certificates**

Please ensure that you ask for sick notes or medical certificates during the consultation.

#### **Missed Appointments**

Missed or no show appointments will be billed to the patient. If you are unable to make your appointment, please cancel with the rooms 24hrs prior to your appointment.

#### **Parking**

As of 1 January 2018 this hospital works on a pay-on-park basis. Due to consultations being 30-minutes to an hour, you will have to pay at the pay point for parking inside the hospital.

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### **Accounts**

Overdue accounts will be handed over to attorneys and/or a credit bureau. If you are unable to settle an account or fully pay for a consultation, please alert us of the matter.

### **Additional Tests**

Do take note that Doctor Govender may require you to do a number of tests if need be. A reminder that these tests have a standard rate as well as charged by the Doctor/Laboratory. Bloods are essential and of importance to your follow ups with Doctor Govender which are charged at a certain rate by the Pathologists.

### **Additional Forms (standard rate R500)**

This practice charges for any additional paperwork requested by the patient, main member or the medical aid i.e. reports, medical/insurance motivations, chronic and PMB applications.

### **Location**

We are located at Vincent Pallotti Hospital, Ground Floor, Room 1002. For an easier route, follow the back parking of the hospital and enter through the Dick Williamson Centre.

### **Bookings and Accounts**

If you wish to make an appointment with Dr Govender or query with regards to anything medical aid or accounts related see below the contact details:

Bookings: [drgovender.rmc@gmail.com](mailto:drgovender.rmc@gmail.com) /0216850547

Accounts: [drgovenderprac@gmail.com](mailto:drgovenderprac@gmail.com) /0216850547

If you have confirmed or wish to confirm an appointment, please forward along the following:

Your (the patient) full name, ID number, contact details, Medical Aid details and emergency contact person,

A letter of referral from your GP or previous Doctor,

Any tests, xrays, scopes, etc you have done (If with Morton Radiologists or Pathologists such as Pathcare, Ampath or Lancet Laboratories, provide the date of tests)

NB: Dr Govender does not do Infectious Diseases. If that is the case, we will gladly refer you along to an Infectious Diseases Specialist.

*Yours in good health*

**Dr Ashnee Govender Inc.**