



Care Centre Paarl – Billing Policy

Practice Rules And Guidelines

Operating hours

Monday to Friday: 07:00 - 18:00
Saturdays: 09:00 - 13:00
Public holidays: 09:00 - 13:00 (Hours are discretionary)
After-hours: Please call us for more information on availability

Booking appointments

Online: <https://carepaarl.co.za>
Phone: 021 201 1304
Whatsapp: 079 829 3337

Account queries

Please direct any questions to
accounts@carepaarl.co.za

Fee Structure

At Care Centre Paarl, we are committed to integrity and transparency, especially regarding the cost of your medical care. Our fee structure aligns with medical scheme guidelines and follows a balanced-billing approach. Our consultation fees, more formally known as Practice Tariff Rates (PTR) apply to all patients. As part of a Balanced-billing approach, we compare our PTR with your Medical Scheme Rates (MSR), which is the maximum tariff your specific medical scheme will pay for a service. Our administrative team will strive to calculate the difference (PTR minus MSR) and inform you of this amount upon the conclusion of your appointment, as this is due on the day of service or as soon as your medical scheme confirms their specific MSR. Any difference between the PTR and MSR will be your responsibility as an out-of-pocket payment. Charges for elective and emergency procedures, as well as consumables, are billed according to MSR. These fees are separate from the consultation fee and will be incorporated into your final invoice.

Consultation Fees (PTR)

- Regular consult (new and existing patients): R720
- Emergency/Urgent consult (priority-based, at provider's discretion): R950
- After-hours consult (anytime outside of our listed operating hours): R1270
- Telemed consult (Telephonic, Video, Email, or WhatsApp): R400
- Follow-up Consult (within 2 days for the same medical problem, at provider's discretion): No charge
- Prescription Renewal (All renewals are at the provider's discretion): R200

Paying For Other Healthcare Providers

The invoice you receive from us covers only our professional services. It does not include charges from other healthcare providers.

Other Healthcare Providers (Pathologists (e.g., Pathcare, Ampath), radiologists (e.g., SCP), and other specialists) operate as independent contractors with their own billing policies. While we may order tests from these healthcare providers as part of your comprehensive care, we explicitly state that we are not responsible or liable for any associated payments, claims, or disputes. For your convenience, we offer an optional, value-added service to collect pathology samples (such as blood or urine). However, providing this collection service does not transfer liability to us for the separate charges related to the testing of those samples by other healthcare providers. We strongly recommend that you contact your medical scheme and/or the relevant healthcare provider before any appointment with another healthcare provider to confirm prices, coverage, co-payments, or limits. You are solely responsible for your account with other healthcare providers.

Additional Information

While our staff are knowledgeable about medical scheme benefits and rules, it remains your responsibility to ensure compliance with medical scheme requirements, such as referral letters, exclusions, and authorisations for specialist visits or procedures. We understand that financial circumstances vary, and we are open to discussing fee adjustments for exceptional cases, pensioners or those in financial need.

Legal Considerations

We communicate account updates via SMS, email, payment links and phone calls. Please ensure you notify us of any changes to your contact details. Accounts will not be rendered for services not delivered, nor will accounts be issued to anyone other than the recipient of the service or a person legally entitled to receive such an account. The practice is not liable for any short payments or co-payments applied by your medical scheme. All outstanding accounts must be settled within 30 days from the service date. Accounts older than 30 days may incur interest (2% per month) and service fees (contractor dependent). If payment is not made on time, you will be liable for debt recovery costs. If your medical scheme deposits funds into your account instead of paying the practice directly, you must settle your bill within three (3) business days of receiving the funds. We appreciate your cooperation in ensuring a smooth billing process. Please feel free to contact our team if you have any questions or require clarification.

GENERAL PRACTITIONER

MBChB (Pret) | PR: 0703176 | MP: 0752525

☎ 021 201 1304

✉ info@carepaarl.co.za