



DR. TJAART P. VENTER CARDIOLOGIST INC
MB, ChB (UFS), M.Med (Int), Cert. Cardio (SA) | PN 0143189

DR. JURGENS LIEBENBERG CARDIOLOGIST INC
MB, ChB (Stell), M.Med (Int), FCP (SA), Cert. Cardio (SA) | PN 1140086

PRACTICE INFORMATION AND BILLING POLICY

The following practice information and billing policy have been adopted by the incorporated practices of Dr. Tjaart P. Venter Cardiologist and Dr. Jacques Liebenberg Cardiologist. All information in this document pertains to both the active practices functioning as Winelands Cardiology Pty.

"The cardiologist" in the document refers to either Dr. Tjaart P. Venter or Dr. Jacques Liebenberg, depending on who signs the document below.

In accordance with acceptable practice guidelines as determined by the Health Professions Council of South Africa, the following applies to this practice:

Medical scheme contracts

A member's (patient) Medical Scheme Plan functions as a contract between the medical scheme and the member. The doctor has no part in this contract and may charge (as per HPCSA ruling) whatever deemed appropriate on the basis of skill, need and speciality. The extent to which medical schemes reimburse doctors' consultations and special investigations depend on the specific scheme and plan option to which the patient is contracted. As such, co-payments may be applicable on services rendered in this practice.

Billing policy for rooms consultation and investigations

Medical Aid patients: fees are calculated as per Discovery Health Premier B rates. Patients with insufficient day-to-day funds are required to pay for services rendered at the time of consultation. Patients remain responsible to ascertain sufficiency of funds prior to consultations.

Private patients: fees are calculated according to Discovery Health Premier B rates. Patients are required to pay in full for services rendered at the time of consultation.

Foreign (non-RSA) citizens: fees are calculated according to Medical Association of South Africa rates (MASA). Patients are required to pay in full for services rendered at the time of consultation.

Note: The decision to perform special investigations in the consultation rooms is based on the patient's medical condition and is used to guide diagnosis and treatment decisions. Patients are informed and verbal consent obtained for special investigations, at the time of consultation.

Billing policy for patients investigated and treated in hospital and theatre

Medical Aid patients: fees are calculated according to Discovery Health Premier B rates. Patients are required to settle the balance of their accounts within 30 days, whenever medical schemes fail to pay in full.

Private patients: fees are calculated according to Discovery Health Premier B rates. A cash deposit is required at the time of hospital admission and will be collected by the hospital or the cardiologist's administrative staff on behalf of the cardiologist. The balance must be settled upon hospital discharge.

Foreign (non-RSA) citizens: fees are calculated according to Medical Association of South Africa rates (MASA). A cash deposit is required at the time of hospital admission and will be collected by the hospital or the cardiologist's administrative staff on behalf of the cardiologist. The balance must be settled upon hospital discharge.

Independent practitioners in association trading as Winelands Cardiology



Suite 21, Block 3, Vergelegen Mediclinic, Somerset West



021 840 7095



reception@winelandscardiology.com



DR. TJAART P. VENTER CARDIOLOGIST INC
MB, ChB (UFS), M.Med (Int), Cert. Cardio (SA) | PN 0143189

DR. JURGENS LIEBENBERG CARDIOLOGIST INC
MB, ChB (Stell), M.Med (Int), FCP (SA), Cert. Cardio (SA) | PN 1140086

Billing policy for after-hours and emergency consultation and treatment

Weekdays from 18:00 until 07:00 : all consultations and procedures charged at 300% of Medical Scheme rates.

Weekends from Friday 17:00 until Monday 07:00 : all consultations and procedures charged at 300% of Medical scheme rates.

Life-threatening emergencies (i.e. acute heart attack, heart block or cardiac arrest): charged at 300% of Medical Scheme rates

Note: Although most cardiac emergencies are Prescribed Minimum Benefit conditions and are usually fully endorsed by medical schemes, the patient remains responsible to settle any outstanding balance within 30 days.

Patients' responsibility towards accounts

The practice will submit fees claims for services rendered directly to the patient's Medical Scheme, but patients remain liable for unpaid accounts. Non-medical aid patients and medical aid patients with insufficient funds are required to settle their accounts in full, as described above. Unpaid accounts will be handed over for legal action after 60 days. The patient will be held liable for any collection and/or attorneys' fees as per the attorney's own client scale. Any discussion with regards to accounts should be directed to our accounts department at accounts@winelandscardiology.com or telephone 021-8407095.

Note: a quotation and list of rates for consultations, special investigations, diagnostic and therapeutic procedures are available from the accounts department.

Insurance claims

Completion of insurance forms does not comprise the nature of this practice and may take some time to perform, as precedence is given to practicing clinical medicine. Completion of insurance forms require the written permission of the patient. Forms will be submitted directly to the insurance broker and will not be issued to patients. Insurance companies are required to reimburse the cost of completion of insurance forms prior to the release of the forms to them. Our Insurance Policy is available from the accounts department.

Telephonic consultations

This practice does not offer a telephonic consultation service, due to time constraints. Patients should schedule appointments to discuss their symptoms, condition or medications. General questions may be posted to our Registered Nurse at sr@winelandscardiology.com, but please note that she is not a medical doctor.

Chronic medication

Completion of chronic forms will be charged a cash fee. Patients have to submit chronic medication forms directly to their medical schemes. No forms will be submitted by the practice. Registering chronic medication by telephone will be charged a cash fee. The cash fee is available from the accounts department.

Independent practitioners in association trading as Winelands Cardiology



Suite 21, Block 3 , Vergelegen Mediclinic, Somerset West



021 840 7095



reception@winelandscardiology.com



DR. TJAART P. VENTER CARDIOLOGIST INC
MB, ChB (UFS), M.Med (Int), Cert. Cardio (SA) | PN 0143189

DR. JURGENS LIEBENBERG CARDIOLOGIST INC
MB, ChB (Stell), M.Med (Int), FCP (SA), Cert. Cardio (SA) | PN 1140086

Motivations

Motivations for medicines or procedures will be charged a cash fee. The cash fee rate is available from the accounts department. Patients have to collect and submit motivations directly to their medical schemes. No motivations will be submitted by the practice.

Note: Medical schemes relay their funding decisions to their members and not to doctors, despite doctors' motivations. It remains the patient's responsibility to follow up with medical schemes as to funding decisions based on motivations, and to relay this to the cardiologist.

Medication prescriptions

HPCSA legislation requires chronic prescriptions to be renewed 6-monthly. Repeat prescriptions will be issued at a cash fee, provided the patient had consulted with the cardiologist within the past 1 year. The cash fee amount is obtainable from the accounts department. Repeat prescriptions will not be issued if the cardiologist deems it necessary to first evaluate the patient to ascertain disease status. It is recommended that patients obtain 6-monthly repeat prescriptions from their General Practitioners. No prescriptions will be dated in advance, as this is against HPCSA ruling. Only prescriptions for cardiac medicines will be issued. No painkillers, sedatives, sleeping tablets or chronic medication other than cardiac will be issued, as this does not constitute the scope of the practice. Generic medicines may be issued by the pharmacist, unless otherwise indicated by the doctor or patient.

Note: Patients' response to medication may differ, as some medicines may be ineffective and some may cause side-effects. Medication should never be discontinued unless so ordered by the cardiologist. Patients should discuss potential side-effects with either their General Practitioner, or the cardiologist.

Procedures and interventions

A procedure or intervention may be advised by the cardiologist, at which time the patient will be required to sign an Informed Consent form. Quotations for devices (i.e. Pacemakers or ICDs etc.) are obtained from a supplier and submitted to the medical scheme. Patients are responsible for full reimbursement of such devices in the event of Medical Scheme non-payment. Patients are requested to return to their General Practitioners within 1 month of a procedure to assess the condition status and response to medication.

Emergencies

Due to the scope of this practice, emergencies may arise unexpectedly, requiring the cardiologist's immediate attention. Booked patients will be rescheduled for as soon as possible.

Patients who suspect that they may suffer from symptoms related to a cardiac emergency should immediately consult with either their General Practitioner, or the doctor on duty at Vergelegen Mediclinic Emergency Centre. The doctor will assess the condition and refer to the cardiologist for management, if appropriate. Private patients will be stabilised in the Emergency Centre and transferred to a state hospital, in the event of insufficient funds to allow hospital admission at Vergelegen Mediclinic. This will be managed by the attending Emergency Doctor and not by the cardiologist, who will treat the patient according to standard of care only upon referral for admission to hospital.

After-hours

The admitting cardiologist on call will charge the patient after hours, and then hand the patient over to the usual cardiologist when he becomes available again. The cardiologist in charge of the patient's chronic care will therefore not concurrently charge the patient for the weekend/ afterhours consultation.

Independent practitioners in association trading as Winelands Cardiology



Suite 21, Block 3, Vergelegen Mediclinic, Somerset West



021 840 7095



reception@winelandscardiology.com



DR. TJAART P. VENTER CARDIOLOGIST INC
MB, ChB (UFS), M.Med (Int), Cert. Cardio (SA) | PN 0143189

DR. JURGENS LIEBENBERG CARDIOLOGIST INC
MB, ChB (Stell), M.Med (Int), FCP (SA), Cert. Cardio (SA) | PN 1140086

ICD-10 coding

Medical schemes require diagnostic ICD-10 coding of patients' disease conditions to be submitted with accounts, prescriptions and chronic medication forms. This breaches patient confidentiality, but is a scheme requirement. If

the patient wishes for the ICD-10 code not to be submitted to the Medical Scheme or Pharmacy, then the cardiologist needs to be specifically informed, otherwise it will be assumed that the patient consents to ICD-10 submission.

Second opinions

Patients are entitled to second opinions regarding their medical condition. The cardiologist is willing to assist with referral to an appropriate doctor for a second opinion, if required.

Follow-up appointments

Follow-up appointments will be advised and scheduled to monitor a patient's medical condition, as deemed necessary. Patients who do not honour scheduled appointments ("no show") and who don't cancel at least 6 hours before the scheduled appointment will be charged the consultation fee.

Patient confidentiality

No reports or details regarding a patient's health will be made available to 3rd parties other than referring or attending doctors or health care workers, unless requested and permission given in writing by the patient. Unfortunately, a patient's condition cannot be discussed with any family members, unless otherwise stated by the patient, in order to protect patient confidentiality. A report of a patient's in-hospital progress will only be made available to one (1) designated family member, and only in case that the patient him/herself is unable to do so. Unless otherwise stated, the patient consents to a report on the clinical condition be submitted to the attending or referring doctors.

Patient responsibility towards doctor – patient interaction (Shared – responsibility)

The patient must ensure that upon leaving the consultation room, he/she understands their medical condition and the proposed management plan. In consultation with the cardiologist, a management plan should be agreed on, that is in line with the value system / preferences of the patient. It is then expected that a patient will comply with the said management plan, or inform the cardiologist if they have changed their mind. All medication can potentially cause adverse effects: It is the patient's responsibility to inform the cardiologist in writing if he/she suspect they may be experiencing adverse effects. Many cardiac related diseases are due to an unhealthy lifestyle. It is important to acknowledge that the patient accepts co-responsibility for achieving a state of wellbeing. This can often not be achieved without lifestyle changes and it is incumbent on the patient to heed the advice of the cardiologist in terms of lifestyle changes. The optimisation of cardiovascular diseases, often require more regular follow-up's. Such regular follow-up intervals are often not practical at a cardiologist practice. The patient should therefore remain under the diligent care of their primary care provider (General Practitioner). Patients, in conversation with the cardiologist, should agree to a follow – up schedule that is affordable and practical to the patient. If such follow up visits are not attended, the cardiologist can not be held liable for adverse effects experienced by the patient. The patient should respect the privacy of the cardiologist, and should use appropriate avenues for raising concerns, questions or new symptoms.

Independent practitioners in association trading as Winelands Cardiology



Suite 21, Block 3, Vergelegen Mediclinic, Somerset West



021 840 7095



reception@winelandscardiology.com



DR. TJAART P. VENTER CARDIOLOGIST INC
MB, ChB (UFS), M.Med (Int), Cert. Cardio (SA) | PN 0143189

DR. JURGENS LIEBENBERG CARDIOLOGIST INC
MB, ChB (Stell), M.Med (Int), FCP (SA), Cert. Cardio (SA) | PN 1140086

Living will / advanced directives

A living will gives instructions for not being kept alive through life-support or other "artificial" medical interventions when there is no hope of recovery and death is inevitable - for example, if someone is in a coma, unconscious and terminally ill. This helps reduce the financial and emotional burden of advanced life support where there is no prospect of recovery. A living will can also include an individual's wishes for organ donation.

A living will is a legal document, but it is not yet recognised in South African statutory law. If there is a chance of recovery, the family members and the cardiologist (legally) does not need to honour the living will. A living will essentially expresses an individuals' viewpoints about life/ death/ dying/ and advanced life support mechanisms. Such information will be invaluable in decision making by your family and the cardiologist when you cannot express your views. Patients are encouraged to draw up a living will in consultation with a legal practitioner, and to discuss the content thereof with family members.

POPIA Act (Protection of personal information Act)

The POPI Act states that every person has the right to protection against unlawful collection, retention and dissemination of personal information. However, in order for this practice to function as a specialised medical practice, the practice is required to collect, retain and disseminate data (information) as follows:

Data Collection: the following data is collected by the practice: Administrative personal data, including patient, main member and legal guardian names, identity numbers, residential and work address, telephone numbers and email addresses. Medical data, including complaints, medical and psychosocial history and physical examination of the patient. Data may be volunteered by the patient, family members or legal guardian during consultation with the patient, or in emergent situations where the patient physically cannot volunteer information. Data will also be collected from the referring or other doctors or nurses involved in the current or past treatment of the patient.

Data Retention: Raw paper data may be kept in filing cabinets on this practice's premises. The majority of the data will be saved securely in a third party medical specialist web based program with cloud-based backup (Vericloud). All data is retained by the practice for the HPCSA specified minimum duration.

Data Dissemination: Administrative data, as described above, together with disease-related ICD-10 codes are submitted to Medical Schemes, as well as pharmacies, as described above. Administrative data may be submitted to third party credit bureaus or lawyers for collection of payments. Medical data may be disseminated in verbal, written or electronic format to physicians, nursing staff or allied medical professionals (i.e. physiotherapists) involved in the care of the patient. Medical data, including prescription medication with mandatory ICD-10 codes are issued directly to patients. A written or electronic medical report is submitted to medical schemes, employers, insurance companies and other third parties with the express written consent of the patient or legal guardian. "Medical Sick Certificates" with an accurate and honest description of the illness is supplied to the patient upon request.

Data Protection: The practice is locked after hours and the building is protected by a guard. The web based electronic data is protected by firewall and password. The cardiologist undertakes to protect the data to the best of his ability. Note that due to the nature of this practice, data is available to all members of the staff working in the practice.

Independent practitioners in association trading as Winelands Cardiology



Suite 21, Block 3, Vergelegen Mediclinic, Somerset West



021 840 7095



reception@winelandscardiology.com



DR. TJAART P. VENTER CARDIOLOGIST INC
MB, ChB (UFS), M.Med (Int), Cert. Cardio (SA) | PN 0143189

DR. JURGENS LIEBENBERG CARDIOLOGIST INC
MB, ChB (Stell), M.Med (Int), FCP (SA), Cert. Cardio (SA) | PN 1140086

Signed agreement

I hereby acknowledge that I have read and fully understand and accept all of the above enclosed in this "Practice Information and Billing Policy" document. I acknowledge that I understand and agree to the collection, retention and dissemination of my personal information. I undertake to notify the cardiologist in writing of any objections to the above.

By signing this, I accept the terms and conditions of this practice, as is stated in this document.

FULL NAMES OF PATIENT OR LEGAL GUARDIAN

SIGNATURE

DATE

PLACE

Date:	Dr. Venter signature	Dr. Liebenberg signature

Independent practitioners in association trading as Winelands Cardiology



Suite 21, Block 3 , Vergelegen Mediclinic, Somerset West



021 840 7095



reception@winelandscardiology.com