



Tel: 01534 723318
Fax: 01534 611062
Email: admin@firstmedical.gpnet.je
www.firstmedical.je

Credit Control Policy

Payment of all services.

All services received from the business must be paid for on the day of receipt.

All invoices for face to face appointments and telephone consultations are available same day for payment.

Face to face appointments can be paid by card, cash and cheques when departing the practice, after the service has been completed.

Telephone consultations (when available), for these a member of the reception team can collect payment in advance, if not the team will contact the patient after the completion of the service (if not able to reach the patient over the phone, a SMS / Email must be sent in regards the outstanding balance).

For payments that patients cannot make on the day with either face to face or over the phone these will incur a £5.00 admin fee for the receipt of credit from the business.

For other items ie prescriptions requested outside the appointments, these will be added to your account and will require to be paid when collection prescription from the surgery or if paid in advance the prescription will be sent directly to the pharmacy.

New patients to the practice

When joining the practice you will be required to make prepay, no credit services or options will be offered to you.

This will be reviewed at the six month period.



Bath Street Medical Centre
87-91 Bath Street
St Helier
JE2 4SU



New Era Medical Centre
Victoria Road
St Clement
JE2 6QG



St Peter's Medical Centre
Rue de L'Eglise
St Peter
JE3 7AG



Tel: 01534 723318
Fax: 01534 611062
Email: admin@firstmedical.gpnet.je
www.firstmedical.je

Ways to pay

There are a number of ways payments can be made.

Direct transfer to our bank account. Reference your E number on the invoice.

Online payments are available through CityPay.

Call the business Monday to Friday 8.00am -6.00pm, Saturday 8.00am – 12.00 midday and a payment can be taken over the phone.

Cheque by post to any of our three sites.

Face to Face in any of the three premises and pay directly with a staff member.

Terms and Conditions for Payment.

As per the registration document completed when applying to be a patient you agree to the following:

Your Declaration to us:

- I confirm that all the information I have given in this registration form is accurate to the best of my knowledge.
- I understand that the Practice has the right to accept or decline my registration application at any time.
- I understand that by attending a consultation with a GP or other healthcare professional of the Practice, I accept the Practice terms of service and fee schedule issued and displayed in the Practice premises and as amended from time to time.
- I hereby agree to pay any incurred service fees from the Practice at the time of attendance or treatment.
- I expressly consent that on registration or prior to accepting any credit arrangement from the Practice, where appropriate a credit reference check may be taken with an authorised credit reference agency and/or my previous medical practice(s).
- I give my express permission for the Practice to request information including my medical records from my previously registered GP and I agree to reimburse the Practice for any charges and disbursements incurred relating thereto for the Practice being provided with such information.
- I understand it is my sole responsibility to advise the Practice in writing of any changes made in respect of my personal information.



Bath Street Medical Centre
87-91 Bath Street
St Helier
JE2 4SU



New Era Medical Centre
Victoria Road
St Clement
JE2 6QG



St Peter's Medical Centre
Rue de L'Eglise
St Peter
JE3 7AG



Tel: 01534 723318
Fax: 01534 611062
Email: admin@firstmedical.gpnet.je
www.firstmedical.je

There is late payment admin fee of £5.00 added to any accounts not paid on the day.

Invoices are due for payment on the day of the invoice date. An overdue account fee will be considered and applied to all overdue accounts on a monthly basis until such time as payment is received in full. Credit for some services, including repeat prescriptions and JDOC, will be restricted until the overdue balance is cleared.

Account credit can and will be restricted for all overdue accounts. If credit is restricted, fees must be paid at time of requesting/booking any services.

Should the partners of the business decide that payments are not made, a payment plan can be offered and arranged. If continued miss payment should occur after this arrangement a debt collection agency will be considered to pursue the amount on the business's behalf.

Non payment of services

The business reserves the right to disallow services and look to discharge a patient from the practice should the patient not look to resolve any financial issues it may be having in order to pay for services received.



Bath Street Medical Centre
87-91 Bath Street
St Helier
JE2 4SU



New Era Medical Centre
Victoria Road
St Clement
JE2 6QG



St Peter's Medical Centre
Rue de L'Eglise
St Peter
JE3 7AG