



Practice Policy – Dr. Hassina Ebrahim

Welcome to our practice. Please take a moment to review the following policies, which are in place to ensure safe, effective, and respectful care for all our patients.

1. Protection of Personal Information (POPIA)

In compliance with the Protection of Personal Information Act (POPIA):

- We collect and process your personal and medical information (including that of your dependants) to manage your healthcare and billing.
- This includes contact details, medical records, and medical aid information.
- Information may be shared with trusted service providers for claims and administration. These providers are required by law to keep your data confidential and secure.

2. Discovery HealthID Consent

- Our practice works in partnership with Discovery Medical Aid.
- By signing or accepting the terms and conditions when completing a form in person or via LogBox, Discovery members consent to Dr. Hassina Ebrahim accessing and updating their records through the Discovery HealthID platform.
- This enables more accurate, efficient, and coordinated care based on your most up-to-date medical history.
- You have the right to withdraw your consent at any time by notifying us in writing.

3. Appointments & Communication

- Consultations are by appointment only. Emergency or unscheduled walk-ins will be accommodated where possible, but will be charged accordingly.
- In an emergency, contact your GP or the nearest emergency centre.
- Allow 48 hours for email responses. Emails are not for consultations and no medical advice will be provided by email.
- WhatsApp is for basic communication and bookings only — it is not a doctor contact line or emergency service.

4. Prescriptions & Documentation

- Repeat scripts require at least 3 working days to process.
- No prescriptions will be issued if you have not been seen in the last 6 months, unless arranged.
- Prescriptions issued outside consultations are billable and submitted to medical aid. If unpaid, the main member is liable.
- Chronic medication forms, medical motivations, and other documents take a minimum of 1 week to complete and may incur additional fees.
- Any administrative tasks outside of a consultation may be billed.



5. Billing, Co-payments & Missed Appointments

- Patients on medical aids not contracted with our practice may be subject to a co-payment of R350. Please contact us in advance to confirm if your medical aid is affected.
- If your medical aid is depleted or inactive, the full private fee applies and must be paid on the day.
- All accounts must be settled before leaving the rooms.
- Missed appointments or cancellations made less than 48 hours in advance will be billed in full.
- All consultations are chargeable, including follow-ups, check-ups, and hospital discharge visits (unless otherwise stated).

6. Payment Terms

- The main member on the medical aid or nominated responsible party is liable for payments. Minors cannot be held liable.
- Medical aid claims are submitted electronically.
- Interest (24% per annum) and collection fees apply to accounts unpaid after 30 days.
- Patients are responsible for any shortfalls not covered by medical aid.
- We do not accept medical insurance.
- Private patients must settle accounts in full on the day of the consultation.

7. Educational & Social Media Disclaimer

- Our social media posts are for educational purposes only.
- They do not substitute professional medical advice.
- For all medical concerns, please consult the doctor directly.



Dr Hassina Ebrahim Inc.
PAEDIATRICIAN

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