

Payment conditions

valid for private payers and procedures paid for privately

Thank you for choosing Canadian Medical (Canadian Medical s.r.o., 267 75 816, with its registered office at Evropská 859/115, Vokovice, 160 00 Prague 6, entered in the Commercial Register administrated by the Municipal Court in Prague, under file number C 92970) as your medical care provider. Our objective is to provide top-quality and affordable healthcare. Please read these conditions in their entirety and if you have any questions, please contact the reception staff at any Canadian Medical (hereinafter referred to as “CM”) clinic.

1. Invoicing / payment: Invoices are issued at the CM reception following the examination and it is necessary to pay them immediately. In certain cases, it is necessary to pay the invoice before the given appointment; this usually involves a One-off Care Organisation Fee (including organisation of care in an external network) or a One-off Surgery Organisation Fee. In the event of any change in the procedure or medical complications, CM will offset/supplement the amount charged by refunding the client's part of the cost or charging for additional items, respectively. CM accepts all major credit and debit cards and cash (CZK).

2. In specific cases, you may receive an invoice by e-mail or post. In such case, the payment-due date is one day from the invoice's date of issue. Clients with an unpaid balance will receive a notice (**“Notice No. 1”**) to pay the debt within 5 (in words: five) business days from the date of such notice. In the event of non-payment by this due date, the client will receive a subsequent notice (**“Notice No. 2”**) with an additional possibility to pay the debt. In the event of non-payment by this due date, the client will receive a final notice (**“Final Notice”**) and information that the debt is being taken over by Canadian Medical's collections department or, as the case may be, a contracting partner of Canadian Medical.

3. Managed care: If you are interested in using a medical service provided outside of CM at hospitals or other specialised medical centres (diagnostic or institutional services), **we will assist you with making an appointment.** This service is subject to a charge according to the current CM pricelist. In order to use these services, it is necessary for a request form to be issued by a CM physician before an appointment can be arranged.

4. Non-payment: Patients with an unpaid balance for a period longer than 60 (in words: sixty) days must make the relevant payment before appointments can be arranged. We realise that patients may have financial difficulties and CM is available to discuss with you options that may suit your situation. If the balance remains unpaid, we shall be authorised to proceed in accordance with the legal code of the Czech Republic and collect our claim. Concurrently, we may refuse to organise care at Canadian Medical clinics and other specialised medical centres.

5. Missed appointments/late cancellation: Missed appointments represent increased costs for CM. Cancellation of an appointment is required at least 24 hours prior to the appointment at the latest. We reserve the right to charge a fee for unexcused absences, i.e. late cancellations and missed appointments, according to our current pricelist (available at <https://www.canadian.cz/>).