

Terms & Conditions

Effective Date: 01 January 2026

Practice Name: Dr. Rachelle Toi – Private Medical Practice

Website: www.drrachelletoi.co.za

1. Introduction

These Terms & Conditions govern your use of:

- The physical practice of Dr. Rachelle Toi, located at 39 Athol Street. Highlands North. 2192.
- The website www.drrachelletoi.co.za

By accessing either, the physical practice or the website, you agree to abide by these terms.

2. Practice Terms & Conditions

2.1 Patient Consent and Responsibility

By attending a consultation, the patient (or legal guardian) consents to medical treatment by Dr. Rachelle Toi in her capacity as a General Practitioner. The patient accepts full responsibility for all fees incurred, as per the Board of Healthcare Funders of South Africa (BHF) structure.

2.2 Medical Aid and Payment

Dr. Rachelle Toi is not contracted to medical aids. All consultations and services must be settled in full at the time of the visit. Patients may submit claims to their medical aid independently.

2.3 Fees/Rates

I accept the practice's billing terms, which include:

- Dr. Rachelle Toi is a complete cash practice, and all fees must be settled in full on arrival.
- A standard consultation (15-20min) fee of R760.00. If the session runs longer due to treatment needs, an extended consultation fee may apply, based on duration and circumstance.
- Every 15minutes after the initial 15min will be charged at R250.00/15min (whether in part or in full of 15min, the price remains the same.)
- Weight loss consultations start at R1100.00 for a 45min consultation. This excludes any drawing of blood/injections etc.

- An online/telephonic consultation fee of R540.00 (this includes scripts and/or sick note). Proof of payment must be sent at the end of the consultation before any script or sick note can be given.
- After hours visits (Anytime from 5PM-8AM weekdays, Sundays, Public holidays and days the practice is closed) will be charged at an extra R250.00 in addition to the standard consultation fee and any other consultation fees for that day.
- Renewal of scripts will be at the practitioner's discretion and are charged at R190.00 per script.
- The above fees do not include any materials used, procedures, injections or additional services.
- An annual fee increase of 8% applies from 1 January each year.
- Payment is due at the time of the appointment. Any concerns about billing must be raised within 14 days.
- Unpaid accounts will be handed over to debt recovery services after 30 days, in line with POPIA. All outstanding accounts will be charged interest at 2% per month of the amount outstanding.
- I agree to cover any legal costs incurred by the practitioner in recovering outstanding payments, including fees for attorneys or collection agents.

2.4 Patient Responsibilities

- Appointments cancelled less than 2 hours before the scheduled time may be charged in full.
- Telephone calls/advice and emails may incur a fee depending on the circumstance.
- Late arrivals may result in shortened consultations but will be charged in full.
- Unpaid accounts after 30 days will be referred to a collection agency or small claims court, and the patient will be responsible for the additional costs incurred.

2.5 Confidentiality

Dr. Rachelle Toi respects your privacy. However, confidentiality may be limited in the following cases:

- If you pose a risk to yourself or others.
- If a child is at risk.
- If disclosure is compelled by a court order.
- Billing and scheduling information may be shared with administrative staff, billing bureaus, and medical aids.
- Phone calls to the practice are not considered confidential and may be handled by reception staff.

2.6 Medical Aid Claims

Unpaid accounts may be submitted to your medical aid for reimbursement, where applicable.

2.7 Liability and Disclaimer

I, the undersigned, acknowledge and accept the following:

- That my presence on and use of the premises/property of Dr Rachelle Toi, and participation in any activities or services offered, is at my own risk.
- I fully understand and voluntarily assume all risks related to personal injury, loss, damage, or negligence except in cases of gross negligence or wilful misconduct by the owner or staff.
- I waive and release Dr Rachelle Toi, employees, and agents from any claims or liability arising from my use or presence on the property.
- I agree to indemnify and hold harmless the owner and staff from any claims related to my actions or omissions.
- I further accept responsibility for protecting my personal belongings and understand that Dr Rachelle Toi and the employees are not liable for theft, loss, or damage to property.
- This disclaimer is governed by the laws of the Republic of South Africa.

3 Website Terms of Use

3.1 Acceptance

By using www.drrachelletoi.co.za, you agree to these Terms of Use.

3.2 Content Ownership

All website content - including but not limited to text, graphics, logos, and media - is the property of Dr. Rachelle Toi and protected under copyright law. You may not copy, modify, or distribute any content without written permission.

3.3 Acceptable Use

You agree to use the website for lawful purposes only. You may not:

- Transmit harmful, illegal, or offensive content
- Disrupt website functionality or servers
- Violate any laws or regulations
- Impersonate others or submit false information
- Spam forms or submit defamatory remarks

3.4 Disclaimers and Agreements

Intake Form (Physical or online):

You must provide accurate and truthful information. By submitting the form, you confirm that you have read and accepted both the practice and website Terms & Conditions. Your personal data will be securely stored and used only for medical care purposes.

Script Request:

This service is available only to existing patients who have previously consulted with Dr. Rachelle Toi.

- Scripts may only be requested for medications previously prescribed.
- New medications require a follow-up consultation.
- A request does not guarantee approval; discretion lies with the practitioner.
- A 48-hour processing period applies.
- A fee of R190.00 is payable upon collection/email to pharmacy.

3.5 Limitation of Liability

Dr. Rachelle Toi shall not be liable for any damages arising from use of the website, including direct, indirect, incidental, or consequential damages.

3.6 Modifications

These Terms may be updated at any time without prior notice. Continued use of the website constitutes acceptance of any changes.

3.7 Governing Law

These Terms are governed by the laws of South Africa and aligned with the guidelines of the HPCSA and BHF.

3.8 Contact

For questions or concerns, please contact:

Email: info@drachelletoi.co.za

Phone: +27 69 628 3590

Operating Hours

- Weekdays: 08:00 - 17:00
- Saturday: 09:00-12:00
- Sunday/afterhours/ and public holidays consultations on request

Privacy policy

Effective Date: 01 January 2026

Practice Name: Dr. Rachelle Toi – Private Medical Practice

Website: www.drrachelletoi.co.za

1. Introduction

At Dr. Rachelle Toi's practice, we take your privacy seriously. This Privacy Policy explains how we collect, use, share, and protect your personal information in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA), and the ethical standards of the Health Professions Council of South Africa (HPCSA) and the Board of Healthcare Funders of South Africa (BHF).

2. Information We Collect

We may collect the following categories of personal information:

- **Contact Details:** Full name, address, email address, and phone number
- **Medical Information:** Health history, diagnoses, treatment plans, and prescribed medications
- **Financial Information:** Payment records and medical aid details
- **Administrative Data:** Appointment history, correspondence, and form submissions

3. How We Collect Information

Your information is collected through the following channels:

- **Website/email forms:** When you submit consultation requests
- **Consultations:** During in-person visits or telephonic appointments
- **Correspondence:** Through emails, messages, or written communication

4. How We Use Your Information

We use your personal data to:

- **Deliver Medical Care:** Diagnose, treat, and manage your health
- **Manage Billing:** Process payments and medical aid claims
- **Schedule Appointments:** Book, confirm, and follow up on consultations
- **Communicate With You:** Share updates about your care, prescriptions, or practice notices
- **Improve Services:** Conduct internal audits and quality improvement initiatives
- **Ensure Legal Compliance:** Fulfil obligations under healthcare and privacy regulations

5. Sharing Your Information

We may share your information with:

- **Healthcare Providers:** Other professionals involved in your care
- **Medical Aid Schemes:** For claims and reimbursements

- Billing Partners: To process payments and manage accounts
- Legal Authorities: If required by law or court order
- Service Providers: Trusted third parties who support our operations (e.g., IT or reception services).

6. Safeguarding Your Information

We implement strict technical and organisational safeguards to protect your data from unauthorised access, alteration, or loss. While we strive for complete security, no online or electronic system is entirely risk-free.

7. Your Rights

You have the right to:

- Access your personal information
- Request corrections to inaccurate data
- Object to certain types of data processing
- Lodge a complaint with the Information Regulator of South Africa

8. Updates to This Policy

We may revise this Privacy Policy periodically. Any updates will be published on our website, and your continued use of our services implies acceptance of the revised terms.

9. Contact Us

If you have questions or concerns about this Privacy Policy or how your data is handled, please reach out to us:

Email: info@drachelletoi.co.za

Phone: +27 69 628 3590

10. Regulatory Compliance

- Dr. Rachelle Toi's practice adheres to the ethical and professional standards set by the HPCSA and BHF. We uphold patient confidentiality, informed consent, and responsible data handling in all aspects of care.
- By providing your personal information to our practice, you consent to its collection, use, and protection as outlined in this Privacy Policy.