

Informed Consent to Service Terms and Cancellations

Last Updated: 01/01/25

Introduction

The scheduling policy for diagnosis and treatment, including guidelines for appointment changes and cancellations, aims to maintain availability for you and other clients. Additionally, this policy ensures organizational efficiency within the clinic.

The urgency of appointments in the diagnostic field is paramount:

Public healthcare systems often lack immediate availability, prompting clients to seek accessible appointments with us. Therefore, strict adherence to our operational policies is essential.

Transparency Statement

We are committed to providing service to every individual who contacts us. While response times may vary, we ensure all inquiries are addressed.

We kindly request your patience and respectful communication with our clinic staff.

It is important to note that you are approaching us for a professional opinion related to treatment or diagnosis. Following the completion of your diagnostic evaluation or treatment, you will receive a report. This report serves as a final, professional opinion and cannot be altered.

Updates to This Page

We may periodically update our appointment policy. Therefore, with every new visit to our website, we recommend reviewing this page, particularly when scheduling appointments.

The terms on the date you confirm your appointment are binding. Any changes made after this date will not apply to you.

If you have questions about our privacy policy, you can contact us via our website's "Contact Us" page, phone number: 073-3746844, or email: sherut@tamc.co.il.

Services Offered at the Clinic

- Free phone consultation
- Intake/consultation session
- Diagnostic evaluations
- Treatments

Clinic Service Policies

Appointment Policies

These policies apply to clients who have scheduled an appointment and paid for their diagnostic evaluation, treatment, or consultation.

Free Consultation Policy (up to 10 minutes)

Consultations are free, subject to the following conditions:

- Schedule the consultation independently via the calendar.
- Be prepared for an incoming call at the scheduled time.
- Prepare all questions in advance.
- Have previous documents ready if needed during the call.

Consultation Session Policy

Intake/consultation sessions last 50 minutes.

- Cancellation is subject to a fee.
- Rescheduling up to 48 hours in advance incurs no additional charge.

Treatment Session Policy

Rescheduling up to 48 hours in advance incurs no additional charge.

Diagnostic Session Policy

Appointment Changes and Cancellations

Consumer Protection Law

Consumer Protection Law does not apply to medical services. Any cancellation request not adhering to the conditions above will incur a cancellation fee as follows:

Changes/Cancellations Policy

- Changes or cancellations up to 12 hours before the appointment: full refund.
- Changes or cancellations less than 12 hours before the appointment: no refund, subject to the clinic's discretion.

Payment for Diagnostic Evaluations

Payments for medical services must be made in advance, prior to the evaluation or treatment.

- Payment methods:
 - Bank transfer before scheduling.
 - Credit card: up to 2 installments without fees, or up to 4 installments with a fee for the third and fourth installments.
- Full payment for medical services is processed via phone using credit card details at the time of appointment scheduling.

Report Submission

Medical summaries will be sent within two business days following the final diagnostic session (excluding Fridays, Saturdays, and public holidays).

Parental Consent for Medical Treatment

- **Married/Divorced/Separated Parents:** Both parents must sign.
- **Single Parent:** Must sign and submit the child's birth certificate before scheduling the appointment.
- **Single Parent (with another parent listed on the birth certificate):** Must submit sole custody documentation for medical matters before scheduling.
- **LGBTQ Families:** Both parents listed on the birth certificate must sign.
- **Other Family Structures:** Please contact the clinic to verify required documents.

Consent to Service Terms

By signing this document, I declare:

- I agree to all the terms outlined above and understand their full implications.
- Providing false information constitutes a false declaration with all legal implications.
- I and the service requester are jointly and severally liable for this agreement.
- I authorize professional interventions by Tel Aviv Medical Clinic staff.
- Payment will be processed via the provided credit card details.
- Records will be documented in compliance with the law in a secure database.
- Transferring information to another party requires my signed consent.
- I consent to receive diagnostic reports via email.

For Minor Patients

- I acknowledge my responsibility to update the clinic about our legal marital status.
- Both parents' signatures are required.
- If one parent falsifies the other's signature, they are subject to legal action by the other parent.

Conduct During Appointments

- Maintain respectful communication with professional staff.
- For child evaluations, ensure their safety during clinic visits.