

Terms and Conditions

1. ACCEPTANCE OF TERMS

By accessing or using the services provided by Nova Mentem, you agree to be bound by these *Terms and Conditions*. If you do not agree with any part of these terms, you may not access the services.

2. SERVICES OFFERED

Nova Mentem provides mental health services, including but not limited to counselling, therapy, and psychiatric services. The clinic reserves the right to modify, suspend, or discontinue any service at any time.

3. PATIENT RESPONSIBILITIES

- a. **Accurate Information:** Patients are responsible for providing accurate and complete information about their medical history, symptoms, and any other relevant details.
- b. **Appointments:** Patients are expected to arrive on time for scheduled appointments. Late arrivals may result in a shortened session.
- c. **Payment:** Patients are responsible for all fees associated with the services provided. A detailed description is available in *Patient Rights and Responsibilities* available online at www.novamentem.com/PatientRightsAndResponsibilities.pdf

4. FEES AND PAYMENTS

- a. **Service Fees:** The fees for services provided by Nova Mentem are listed at www.novamentem.com/#products
- b. **Payment Methods:** Payments shall be made in advance using payment details provided to the patient.
- c. **Cancellation Policy:** Patients are required to provide advance notice for appointment cancellations as outlined in the *Fees and Billing Policy*. Failure to do so may result in a cancellation fee.
- d. **Rescheduling Policy:** Patients are asked to provide ample notice to reschedule their appointment. Rescheduling is subject to availability.

5. CONSULTATIONS

In principle, all consultations are on-site in our clinic. When requested, the consultation may take place using a secure telecommunication. In such a case, the patient will need a stable internet connection, a webcam, and a microphone to participate in a telehealth session.

6. CONFIDENTIALITY

All patient information and records will be kept confidential under the laws and regulations of New Zealand. Exceptions to confidentiality will be explained to the patient as required by law. A detailed description is available in the *Confidentiality Policy* available online at www.novamentem.com/Confidentiality.pdf

Our electronic Practice Management System (PMS) is hosted by Amazon AWS services and backed up daily. Accounting and payments are handled securely via Xero and Stripe services, respectively.

Please note that the platforms mentioned are established third-party software solutions and their use is governed by their terms and conditions. The clinic is not responsible for any issues these platforms may endure.

7. TERMINATION OF SERVICES

Nova Mentem reserves the right to terminate services if a patient engages in behaviour that is disruptive or non-compliant, or if continuation of services is deemed not in the best interest of the patient.

8. CHANGES TO THESE TERMS

Nova Mentem may modify these *Terms and Conditions* at any time. The most current version will be available on our website. Your continued use of our services after any changes constitutes your acceptance of the updated *Terms and Conditions*.

9. GOVERNING LAW

These *Terms and Conditions* are governed by the laws of New Zealand. Any disputes arising out of or in connection with these terms will be subject to the exclusive jurisdiction of the courts of New Zealand.

CONTACT US

If you have any questions about these *Terms and Conditions*, please get in touch with us at info@novamentem.com or via our contact details as these are published on www.novamentem.com.