

Case Summary

Deceptive Billing



Case Details

- The customer was erroneously billed for what was presented as a “free consultation” for an office visit with a doctor. The customer had had an accident the weekend prior that required sutures on the forehead in A&E and was asked to come in to discuss cosmetic options that may limit scarring.
- While setting up the appointment he was specifically told that the initial consultation was free and based upon that information, he scheduled the appointment on same day. After a brief 1 or 2 minute discussion with the doctor, he was told to come back at a later date if he was unhappy with the manner in which the scar was healing.
- A month later he received a bill for, among other things, “counselling” and “expanded problem-focused examination”.
- He challenged the bill but was told the charge stood.

Why we can help you in cases like these:

1. It involves deceptive billing
2. Misrepresentation