



Fee notice change

Unfortunately, we can no longer afford to cover the rising costs as an accredited medical clinic and continue to offer quality primary health care without increasing our fees. Therefore, in line with many other private general practice clinics, we will have to implement a change to our fee structure, with increasing fees for service from 1st September 2022. This is due to the Medicare rebate amount set by the government being insufficient to cover the costs of providing quality medical care.

The decision for change has not been made lightly. All our doctors, nurses and practice staff strive to ensure the best care possible is delivered to you and your family. Our fees reflect the time taken and degree of complexity of each individual consultation.

- Pension and DVA Gold card holders will continue to be bulk billed.
- Health care card holders will be billed at a concession rate.
- All procedures and after hour appointments regardless of concession card will attract a private fee.
- Private fees are required to be paid in full on the day of consultation.
- We accept payment by cash, EFTPOS and direct debit.
- The clinic can submit claims on behalf of the patient for items attracting a Medicare rebate. Medicare will then deposit your rebate directly into your nominated bank account.

We appreciate your understanding and ongoing support of our practice as we make this transition.





FAQ mixed billing

1. What is mixed-billing?

Most patients will now pay a 'gap payment' for appointments. A gap payment is an out-of-pocket cost this is the difference between the practice's private fee and your Medicare rebate.

2. When will bulk-billing apply?

Pensioners and DVA gold card holders will continue to be bulk billed.

Procedures and after-hours will incur an out of pocket fee.

Chronic Disease Plans, Covid and Government funded Vaccines, Health Assessments will be bulk billed.

3. How will the fee be processed?

You will be charged the full consultation at the end of your appointment. We accept payment by cash, EFTPOS and direct debit. The clinic can submit claims on the patient's behalf for those claiming a Medicare rebate able item. Medicare will then deposit your rebate directly into your bank account. We recommend that you ensure your bank details are up to date on my.gov.au to avoid any delays in receiving your rebate.

4. How will I know the cost of my appointment?

Our reception staff will always try to give you the most accurate advice possible about the likely costs of your appointment ahead of time. However, please keep in mind that the reception staff will only be able to offer you advice based on the information you provide and that your type of consultation may change once you're in with the doctor based on your needs. Key indicators that will change the cost of your appointment include the length (time) of your appointment, how many issues you discuss with the doctor, and whether there is a procedure involved in your appointment.

All procedures will incur a cost. The doctor will outline any costs associated with the treatment prior to commencement. If you are unsure of any costs, please ask. Failure to pay on time may result in a collection fee being added to your account.

5. Reasons for the change in policy. Why is my GP charging a fee?

We are committed to maintaining and improving the quality of healthcare we provide.

Our GPs are all specialists trained however Medicare only pays \$39.75 for a standard consultation. Medicare rebates are not indicative of the value of general practice services. It is difficult to ensure business viability as costs continue to rise. Inconsistent and insufficient indexation of the MBS has strained the viability of practices that offer bulk billing to their patients.