

OUR BILLING POLICY EXPLAINED

Our practice delivers the highest level of patient medical care, which includes longer consultations, minimal waiting times with your doctor of your choice. Unfortunately, these services are not fully covered by Medicare, and therefore a mixed billing policy applies. Patients are required to pay for the consultation in full on the day of your consultation, and for convenience, your Medicare rebate is processed immediately back into your bank account. To provide the utmost convenience to all of our patients, we use Medicare Online and Hicaps.

FAQ

1. WHAT IS BULK BILLING?

Bulk billing means that the doctor is paid directly by Medicare on behalf of the patient. This means that the amount paid for each medical service is the amount set by the Australian Government. Some consultations, such as occupational health, Workcover consultations, insurance documents and private certifications, are not covered by Medicare and need to be paid for privately.

2. DO YOU BULK BILL?

Each practitioner decides their fees, but some services are always bulk billed, such as care plans and Government-funded health assessments.

3. WHY DON'T YOU BULK BILL EVERYTHING?

The Government set the amount through the MBS for item numbers. The amounts approved for a consultation is insufficient to cover the costs of providing a high-quality medical service. We value our doctors and think they are worth more than the Government's small value on their service! We want to attract and maintain the very best Specialist General Practitioners and maintain a very high-quality service. At the same time, having lived as students for many years, the doctors understand financial difficulty and have the discretion to reduce fees when there is a bona fide financial need.

4. WHY WOULD I CHOOSE TO PAY A PRIVATE FEE RATHER THAN GO TO A BULK BILLING CLINIC?

Bulk billing clinics often need to see more patients in an hour and often need patients to come back to get test results and may not be able to spend as much time addressing your medical needs. We value your time as much as ours! We aim to keep waiting times to a minimum, we offer same-day appointments, online bookings, eScripts, we have an excellent recall and test result notification system, so our patients do not need to return for follow up appointments unless medically necessary, and our excellent staff and service philosophy ensure your experience is as pleasant as possible.

FEES

We are a mixed billing clinic, meaning all consultations (see reception for exclusions) are time-based and attract a fee. Fees are payable at the time of consultation by cash, credit card or EFTPOS. Accounts are unfortunately not able to be given. The Australian Medical Association fee structure forms the basis of our billing policy. The doctors charge fees that reflect the time taken and degree of complexity in each consultation.

Our practice is equipped with TYRO and Medicare On-Line. These facilities allow the surgery to directly lodge your receipt for Medicare refunds, saving time for patients. Please ask the reception members for any information regarding these rebate options, as well as private fees.