

NON FACE-TO-FACE SERVICE FEES - PRESCRIPTIONS AND REFERRALS

Prescriptions will not be issued free of fee by telephoning. There will be a \$25 fee payable prior to the prescription being issued.

Referrals will not be issued free by telephone request. If you require a referral you will need to pay \$25 prior to referral being issued.

If the payment is not made there will be no service provided. These services will be dependent on a doctor being available and that the request is medically safe. Both these will be at the complete discretion of the practice and the doctor.

We strongly recommend that you book a timely consultation for both of these services.

Replacement of lost pathology or radiology forms will incur a \$10 fee. Replacements will only be made once the fee has been paid.

FAILURE TO CANCEL YOUR APPOINTMENT WITHIN 24 HOURS

If you do not attend, cancel or change your appointment within 24 hours, you will be charged a \$25 cancellation fee. This will be invoiced and must be paid prior to you being seen at the practice.

OTHER PROVIDER'S FEES

The practice is not responsible for fees charged by other providers.

This includes but not limited to, pathology, radiology and specialist fees.

The Pathology provider at the practice rents the rooms from the practice. The non-medical service providers also operate under similar arrangements. They, as always, have been able to set their own fees.

With regard to allied health services, the fees are set by the practitioner and the number of rebate visits by the government. Please ensure that you are aware of the number of consultations that are rebateable. You can contact Medicare directly for this information.

We strongly recommend that you **always** discuss the fees associated with any additional services prior to service.

HOW TO MINIMISE YOUR FEES

1. Ensure that you follow up with the doctor that you saw within two weeks
2. Pay on the day
3. Make a list of the issues that you need to deal with at the appointment
4. Stay up to date with your prescriptions – do not rely on your pharmacists to keep your prescriptions and keep them up to date
5. Stay up to date with your referrals – always ask at the time of booking a specialist appointment whether you require a referral. Note, referrals cannot and will not be back dated, please do not ask for this to be done
6. If you have a health care card or a pension card, bring it with you, otherwise you will be charged the non-concession price
7. If you require regular pathology, ask for your pathology form with your appointment
8. Do not forget your appointment as you will be charged a cancellation fee
9. Discuss the costs of services with all the providers
10. Through our Medicare online service we are able to submit your claim for the rebate at the time of payment. Please advise reception staff at the end of your consultation if you wish to do so or alternatively you can submit your claim through the MyGov website or the Express Plus Medicare mobile app

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NEUTRAL BAY AND CBD MEDICAL PRACTICE

Our Fees Explained

WWW.MEDICALPRACTICE.COM.AU

INTRODUCTION

From **April 18, 2016** this practice will no longer be a predominately 'bulk billing' practice. We will be introducing moderate fees for most consultations. This will exclude children under 13 and will include a fee for pension, DVA and health card holders.

The only way that we can continue to provide our services is by charging fees that are consistent with the cost of providing the services.

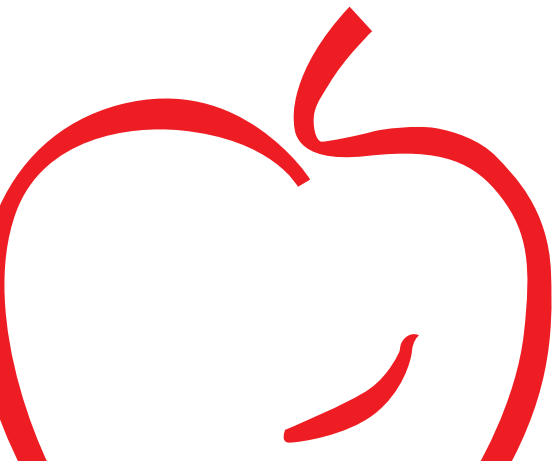
WHY THE CHANGE

The Federal Government announced in 2015 that the rebate (the "bulk billing rate") will not be indexed for the next three years. This is on top of a number of direct payments being reduced or eliminated over the last 5 years.

It is simply not possible for any business particularly a medical practice to continue to stay in business without being able to cover our increasing costs. Medical inflation is usually higher than background inflation. If you are concerned that you will continue to pay increasing out of pocket fees we suggest that you discuss this with your local state and federal Member of Parliament.

OUR FEE - ONCE EVERY 14 DAYS

Once you have paid the fee we will not charge you for any additional consultations in the next 14 days. This is not based on an episode of illness it is purely a time related fee. You must see the same doctor to enjoy this benefit. For example, if you have a medical problem that will take more than 2 weeks to resolve you will be required to pay the fee every 14 calendar days.



OUR CONSULTATION FEES WILL BE AS FOLLOWS

Service	Our Fee	Medicare Rebate	Gap, only if you pay on the day of the consultation (this will be expected)	Pensioners and Health Care Card Holder	Invoice (Fee and Gap) For ALL Patients
Short Consultation (Item 23)	\$60	\$37.05	\$22.95	\$46	\$90
Long Consultations (Item 36)	\$95	\$71.70	\$23.30	\$80	\$130
Very long Consultations (Item 44)	\$129	\$105.55	\$23.45	\$115	\$150
Mental Health Care Plans	Depends on complexity	\$91.05	\$23.95	\$100	\$150
Shared Obstetric Care	Bulk Billed	(no Direct costs)			
Patients on Warfarin	Bulk Billed	(no direct costs)			
Immunisation Consultation	Bulk Billed	If only issue during consultation			

Procedures will have different fees associated with them. Please ask at the time of booking your appointment.

WHAT THIS MEANS

You will be required to pay the WHOLE amount on the day of consultation.

We are able to submit your claim with Medicare directly online at the time of payment. Rebates are paid back into your account within 2 days. This is not controlled by the practice and if there are problems with claiming your rebate, you will need to contact Medicare directly.

Generally, these fees are not claimable from your private insurer.

WE WILL CONTINUE TO BULK BILL CHILDREN

The cost of having young children to the doctor on a regular basis can quickly add up. We will continue to bulk bill children under 13 years of age. This includes bulk billing and providing immunisations and regular checks at no additional cost.

PENSIONERS AND HEALTH CARE CARD HOLDERS WILL PAY A REDUCED GAP

While we understand that this will place a small burden on people with fixed incomes it is unlikely that the changes made by this government will be reversed.

Remember you will be required to pay the full amount on the day. There will be a gap; the total fees are listed above.

If you have your bank account details registered with Medicare the rebate will be paid into your bank account.

PAYMENT MUST BE MADE ON THE DAY OF SERVICE

There are significant costs associated with following up invoices.

If you do not pay at the end of your consultation, you will then be required to pay the increased invoice cost within 7 calendar days.

If you do not pay the full amount within 7 days, we will pass your account to the debt collection agency resulting in even more significant additional costs. This will occur without notice.