

CONSULTATION FEES

From 1 December 2007 our consultation fees will increase. Our more common services are listed below, other fees and charges are available on request.

STANDARD CONSULT \$ 65

A standard consultation involving a relatively simple matter of between 5 and 20 mins. (R\$32.80 / O\$32.20)

LONGER CONSULT \$ 110

A longer consultation involving a more complex matter of between 20 and 40 mins. (R\$62.30 / O\$47.70)

EXTRA LONG CONSULT \$ 150

A very long consultation involving a much more complex matter of over 40 minutes. (R\$91.70 / O\$58.30)

REPEAT SCRIPTS \$ 10

A repeat prescription written without a consultation.

MIDWIFE ANTE - NATAL \$ 45

A routine ante-natal service with a midwife, usually around 20 minutes (R\$19.05 / O\$25.95)

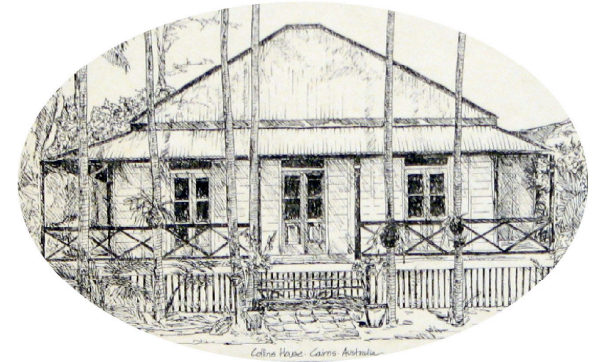
MIDWIFE POST NATAL \$ 55

A post natal service with a midwife. May include breast feeding advise, child behavioral advice, and other general information - less than 30 minutes (rebate nil)

MIDWIFE POST NATAL \$ 75

as above, 30 - 60 minutes. (rebate nil)

R - Medicare Rebate / O - Out of Pocket cost



BILLING POLICY

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BILLING POLICY CHANGES

In order to ensure the long term viability of this practice without compromising the quality of the care we provide we have had to take some tough decisions with regard to our billing policies. This brochure will explain those changes and how they will effect you.

CONSISTENCY

In the past there has been some slight variations between each Doctor. Once all the billing changes are complete there will be a consistent billing within the surgery.

CONSULTATION FEES

From **1 December 2007** our fees and charges will increase. These increases reflect the rising costs of having quality experienced doctors provide an extremely high standard of care. Please see the fees and charges summary opposite for a more detailed information for common fees and charges.

BULK BILLING

From **1 January 2008** we will be unable to bulk bill any patients with the following exceptions:

- children under 5 years of age
- existing patients over 60 years who hold a pensioner concession card

DVA CARD HOLDERS

There will be no change to the current billing policy with regard to DVA card holder.

HIC ONLINE

We now offer HIC Online. Your medicare rebate will be paid directly to your bank account, just tell us your bank account details and we'll take care of the rest.

FAQ

We have included some commonly asked questions regarding our billing policy. If you have any other question please don't hesitate to ask the reception staff or send an email

WHAT EVER HAPPENED TO BULK BILLING?

Since 1 Jan 2005 the Medicare rebate on bulk billing services has increased by around 6.5%. CPI for the same period has increased by almost 12%. The reality is that more income is required to cover the outgoings. Our doctors value the service they provide and we are not prepared to compromise that service by attempting to see more patients (ie shorter consultations). We have had to take the difficult decision to curtail our bulk billing.

BUT \$65 FOR 15 MINUTES WITH A DOCTOR IS A LOT OF MONEY?

Firstly doctors are no different from any other professional in the community. Like those other professionals, as Doctors become more experienced and progress through their professional career they should command a better income. The Medicare rebate does not recognize experience as a factor when determining the rebate amount.

Secondly, the consultation fee pays for a great many things other than the doctor's time. It goes to a computerised record system, a nurse to assist with procedures, reception staff to make appointments, rent for a gorgeous building and many many other 'behind the scenes' expenses.

OK, SO CAN I ASK THE DOCTOR IF THEY'LL BULK BILL ME DURING THE CONSULTATION?

Each doctor within this practice contributes to the operation of the surgery. This money comes directly from their respective consultation incomes. The expenses of running

the surgery do not decrease because you have been bulk billed. You wouldn't ask the checkout operator at your local supermarket to contribute some money towards your grocery bill. Is it worth risking the relationship of trust you have developed with your doctor to place them in the awkward position created by such a request?

BUT I HAVE A CHRONIC LONG TERM CONDITION, THIS IS GOING TO BECOME VERY EXPENSIVE.

In addition to the normal, Medicare rebate amount you may also be eligible for the Medicare safety net. You should contact Medicare Australia for more information on 131 011 or online at <http://www.medicareaustralia.gov.au>

BECAUSE OF THIS I AM GOING TO CHANGE SURGERIES.

We understand that this change may be unpopular to some patients. If you decide that you wish to change surgeries we will do our very best to facilitate a smooth changeover. Your new surgery will get you to sign an authorization to release your medical records. They will send that document to us and we will provide that surgery with a record of your consultations with us.

HOW DOES THIS CHANGE EFFECT MIDWIFERY SERVICES.

We pride ourselves in a comprehensive ante-natal and post natal service. Ante natal services with our midwife does attract a Medicare rebate however post natal care does not. Some private health funds may assist with these costs in addition to the baby bonus.