

NOTICE OF CHANGE TO PATIENT FEES

To: Our valued patients,

The doctors at Tullamarine Complete Health Centre are moving to mixed billing on **Mon 7th November 2022**.

Unfortunately, rising costs coupled with the fact that **the Government has frozen the Medicare rebate since 2013 with only a 1.6% increase recently**, has meant that it is no longer possible for the doctors to continue to provide a high-quality medical service whilst bulk billing all patients.

Out-of-pocket fees of \$35 will now apply to ALL CONSULTATIONS (EXCEPT FOR THE PATIENT GROUPS BELOW).

The following patients/services will continue to be **BULK BILLED** (for consultations only and if no other service is provided at the same time):

- Children under 16 years of age
- Pension Card / DVA Card Holders
- Health Care Card / Concession Card Holders
- Telephone consultations
- Care plans & Health assessments
- Government-funded immunisations

The doctors have kept the fee as low as possible and patients will be **required to pay the full amount at the time before leaving the clinic**. Accounts are unfortunately not able to be given. Payments are **by credit card or EFTPOS** (Cash is not preferred but accepted if no other option is possible). **A cancellation fee of \$35 may apply** if you fail to turn up to your appointment or cancel within 2 hours of the appointment time.

Your Medicare rebate will be processed after payment and if you have registered your banking details with Medicare (via MyGov or in person), the rebate amounts will be deposited into your bank account directly. **If you need help with the registration, please ask the staff or check with online at Medicare website.**

FAQs

1. WHAT IS BULK BILLING AND HOW IS THIS DIFFERENT TO REBATES AND OUT-OF-POCKET FEES?

Bulk billing means that the doctor is paid (i) directly by Medicare on behalf of the patient, (ii) at the fee set by Medicare, (iii) with no additional charges payable at the time of the service. The Government determines and sets the price paid. The doctors do not set the fees.

Medicare rules mean that the doctors cannot charge an out-of-pocket fee only at the time of the consultation/service. As a result, the full fee (which is the Medicare Rebate + Out-of-pocket fee) has to be paid on the day and Medicare then deposits the rebate amount into the patient's account. This is cumbersome and makes it more difficult for both the patients and the doctors but unfortunately Medicare does not agree to change its ancient and out of date policies to simply allow patients to pay the out-of-pocket amount.

2. WHAT OTHER SERVICES WILL NOT BE BULK BILLED?

Some of the other services that will incur an out-of-pocket fee are: Dressings, Wound repair, Removal of skin lesions/lumps/bumps, Drainage of Abscesses, Implanon insertion/removal, IUD insertion/removal, Molemap, Medicals (Taxi, Pre-Employment, Drug/Alcohol Tests, etc), Iron Infusions, Cryotherapy with Liquid Nitrogen, Nasal cautery with Silver Nitrate, etc. *See Further details at reception and website www.tchc.com.au*

3. WHY DON'T WE BULK BILL EVERYONE?

The Government has frozen GP fees for many years. The bulk billing fees are not keeping up with inflation and the rising costs of providing quality service. As a result, the doctors will be charging a fee that is fairer and allows for good medical practice. The doctors are aware of the financial impact on our most vulnerable and so they will continue to bulk bill will continue for them.

4. WHAT ABOUT WORKCOVER / TAC / COMCARE PATIENTS

All services are to be paid on the day. Invoices will be provided which can be used to claim back. There is **no out-of-pocket fee** for consultations as you will receive the full amount back for all accepted claims. **Fees are payable at the time of consultation by credit card or EFTPOS**. Accounts are unfortunately not able to be given. Cash is not preferred but accepted. **Phone consultations will be payable by Credit card over the phone.**

5. FEE STRUCTURE FROM 7TH NOVEMBER 2022

OUT OF POCKET FEE + MEDICARE REBATE = TOTAL FEE PAYABLE ON DAY

CONSULTATION LENGTH	OUT OF POCKET FEE +	MEDICARE REBATE	= TOTAL FEE PAYABLE ON DAY
Standard (Item 23)	\$35.00	\$ 39.75	\$ 74.75
Long (Item 36)	\$35.00	\$ 76.95	\$111.95
Extended (Item 44)	\$35.00	\$113.30	\$148.30

***The team at Tullamarine Complete Health Centre would like to thank you for your understanding.
We look forward to offering you our excellent medical care for many years to come.***