

Billing policy

Being a small family-owned general practice, we have limited ability to offer bulk-billing. By being a patient of our practice, we appreciate you accepting our approach to billing as outlined below.

We are a mixed billing practice with the following approach:

- We bulk-bill children aged 10 years and under, and DVA card holders for accepted conditions.
- Pension Card and Health Care Card holders are charged a reduced out-of-pocket fee in accordance with our Schedule of Fees
- All other patients are charged the full fee in accordance with our Schedule of Fees.

Appointments that are booked as GP Chronic Condition Management Plans (GPCCMP) and GPCCMP Reviews are bulk billed. These are offered 6 monthly for eligible patients.

Commercial drivers licence and Workers compensation are not billable to Medicare and will attract a fully private fee without any Medicare rebate.

Our practice offers Telehealth appointments for current patients. Patients must have had an in-person appointment at the clinic in the previous 12 months and must be in Australia to be eligible for a Medicare rebate. Please note that telehealth appointments are billed in accordance with our Schedule of Fees.

All procedures attract a procedure fee in addition to the standard gap payable to cover the cost of consumables. Procedures are not bulk billed for any patient regardless of concession card or DVA card status.

Payment

Payment on the day is required. We accept cash, EFTPOS, Credit card (Visa, Mastercard) and bank transfer via PayID - our PayID is hello@yourhealthgp.com.au

Standard vs long appointments

As a general rule, please book a standard (15 minute) appointment for one issue. If you have **multiple issues** that need to be discussed please **book a long (30 minute) appointment**. Please note that it may not be possible to discuss all issues in the one appointment and you may be asked to book a subsequent appointment to address other concerns. As per Medicare rules, mental health care plans require a long appointment.

Please advise reception staff if you wish to book a Mental Health Care Plan, GP Management Plan or procedure at the time of booking.

Recalls and results

We may send you reminders from time to time encouraging you to book an appointment for preventative healthcare.

Our reception staff will not provide results over the phone. Please book an appointment if you would like to discuss your results. If your doctor would like to discuss a result with you, you will be sent a text message asking you to book an appointment.

For urgent results, your doctor will attempt to call you in the first instance. If necessary, we may contact your next of kin to facilitate follow-up of urgent results.

Referrals and repeat prescriptions

Referrals and repeat prescriptions require an appointment.

Non-attendance, late cancellation and late arrivals

Our practice has a non-attendance fee of \$50 which must be paid before being able to book or attend any further appointments. Non-attendance or cancellation less than 2 hours prior to your appointment will result in a non-attendance fee being charged.

We appreciate you calling us if you are running late to advise of your estimated time of arrival and the reason for your late arrival. If you are late to your appointment you may be required to reschedule your appointment and pay the non-attendance fee.

Workers Compensation

Consultation fees for Workers Compensation related issues are required to be paid by the patient until we receive an Acceptance of Claim letter from the insurer. Patients must complete Workers Compensation liability acceptance form at the time of the first Workers Compensation consultation.