

PRACTICE FEES POLICY

CRITERION 1.5A

Information about the cost of consultations undertaken within and/or by the practice is readily available to patients.

Patients attending the practice are informed of potential costs before treatments, investigations or procedures (e.g. ECG, haematology, histology) are performed in addition to consultations.

- The cost of all services provided by the practice are displayed in the foyer and available to all patients on request.
- Changes to fees due to increases in the Medicare benefit or gap are advertised at the reception desk before and for at least two weeks after the changes occur. A flyer containing the new fees for items 23 and 36 is available at the counter for 2 weeks prior (for gap fee rise) and two weeks after the rise.
- Receptionists are to inform patients who request an appointment for additional treatments (e.g. sutures) or those that have additional costs (e.g. some immunisations) that there will be an additional cost and that a larger gap applies for sutures and procedures.
- Doctors who order investigations (e.g. haematology and histology) are to inform patients of that there may be an extra cost and recommend that the patient discusses this with the pathology laboratory etc. See 'Patients Referred to Specialists' for more information.
- Practice fees are to be set and reviewed regularly by the practice partners.
- Pension and Health Care card holders are to be charged the concession rate when these cards are presented and are current.
- Children under the age of 16 are bulk billed
- One gap only to be charged when more than one family member presents together for consults unless otherwise advised by the doctor
- Patients experiencing financial difficulty may be bulk billed or charged medical benefits only if this is discussed and agreed to by the treating doctor.
- Patients who have several consults in a month for ongoing treatment maybe charged medical benefits only (at the treating doctor's discretion).
- Medical benefits only to be charged when patients attend for repeat prescriptions, immunisations and ongoing referrals only. At Doctors discretion.
- The charge for scripts without an appointment is \$15.00. Doctors are to make the decision as to whether a script without a consultation is appropriate.
- The charge for repeated missed appointments (DNA) is \$25.00. This applies after the second DNA.

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