

## So what will my “OUT OF POCKET FEE” be and do I have to pay if I hold a Pension or Health Care Card?

“OUT OF POCKET FEE” for all consultations is \$30\*  
Pension card holders “OUT OF POCKET FEE” is \$20\*  
Surgical Procedures “OUT OF POCKET FEE” is \$50\*  
*(Doctors will advise patients of such costs prior to procedures)*

*\*except for FREE consultations*

## Do I have to pay an “OUT OF POCKET” fee if I hold a Veterans’ Affairs Card?

No, Princess Park Clinic will continue to bill Veterans who hold a gold card or white card (for related consultations) directly to Department of Veterans Affairs.

## Will any services be Free?

Yes, to make our billing procedures clear, consistent, and fair we can supply patients with a list of consultations which will continue to be FREE to patients regardless of whether they hold a concession card. These FREE services (for ALL patients) include:

- Repeat Script Appointments
  - Results “only” Appointments
  - Immunisations completed by Practice nurse
  - Flu injection consultations
  - Wound Care
  - INR testing and dosing
  - Toenail clipping
  - Weight loss consultations provided by the nurse
  - Aged based assessments for 4 year olds, 45-49 year olds and 75+ Health Assessments
- \*conditions apply*
- Allergy /Hormone injections
  - B12 injections
  - Nurse Blood Pressure Checks

## Does the Medicare safety net apply?

Yes, if you reach the Medicare Safety Net applicable to you and your family, your out of pocket expenses will be reduced. For further information regarding registration and thresholds, please call Medicare Australia on 132011 or visit [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au).

## Sometimes I receive a cheque in the mail made out to my doctor, what do I do with this?

You may bring this cheque into the clinic if convenient for you, and deposit the cheque into the mailbox in reception. If you don't bring the cheque into the clinic, after 90 days Medicare will pay the doctors via Electronic Funds Transfer.

## Who do I ask if I need more information?

Princess Park Clinic understand that this is quite a big change for both our patients and our staff, so we have trained up a few of our friendly reception staff as our Billing Ambassador's. These lovely ladies are available in the clinic or by telephone to answer any of your questions...

## What if I can't afford to pay my “OUT OF POCKET FEE”?

The clinic acknowledges that financial hardship may prevent some patients from settling their accounts. The Practice Manager may assist with payment plans and/or offer alternative options for care to ensure patient fees are paid without compromising the patient's healthcare.



172 Welsford Street | Ph **5821 9655**  
Shepparton 3630 | Fax **5821 0331**

[www.princessparkclinic.com.au](http://www.princessparkclinic.com.au)



## BILLING POLICY

172 Welsford Street | Ph **5821 9655**  
Shepparton 3630 | Fax **5821 0331**

[www.princessparkclinic.com.au](http://www.princessparkclinic.com.au)



Princess Park Clinic App Available



# BILLING GUIDE

This document has been written to help explain our billing policies at Princess Park Clinic. Our aim is to provide patients with a clear and consistent billing policy so that patients are fully aware of the costs associated with all of our services.

The Doctors and staff at Princess Park Clinic believe your health should be a priority and that is why we strive to provide a quality, 'value for money' medical service teamed with exceptional customer service.

Princess Park Clinic is a Private General Practice with a private billing policy.

## How does Princess Park Clinic set its fees?

The fees charged by Princess Park Clinic reflect the costs required to provide a high quality level of service and medical care. The fees are set using a number of factors which include: the general practice costs of employing staff and nurses, and business costs of rent, electricity, computers, maintenance, insurance and rates and the time taken to see the patient and the quality and level of expertise of the doctor.

## Why do some clinics bulk bill and others don't?

Bulk Billing means a doctor bills Medicare directly for any medical health service that the patient receives. For a standard consultation, the Medicare rebate is currently \$37.05. At present when a doctor bulk bills a patient at Princess Park Clinic, they are agreeing to forego almost 50% of their regular fee.

You may have seen in the news that the Federal Government is making some pretty serious changes to the Medicare rebate. From Monday 1st July 2015 the Medicare rebate for all GP consultations is proposed to be frozen till 2018. This decision by the federal government, will make it more difficult for a practice to operate or survive as a business on bulk billing fees alone.

At some point each clinic must decide if they wish to be a bulk billing clinic or a private billing clinic or a combination of the two. Often bulk billing clinics run on very tight budgets with limited staff, and consultations in general are between 6 and 10 minutes... Bulk billing doctors generally see double the amount of patients as compared to private billing clinics in a day. Often, services are limited in bulk billing clinics, particularly those that are very time consuming, like Centrelink/insurance consultations, managing chronic conditions or consultations for people with complex medical problems.

The Doctors at Princess Park Clinic have decided that the bulk billing model of general practice is not the type of medicine they wish to practice, preferring to spend greater than 10 minutes with a patient per consultation and focusing on quality medical care, preventive health and providing a full range of services to their patients.

The reality is that Medicare rebates do not cover the cost of providing you with this type of care or service.

## How much is my service going to cost?

Traditionally, Princess Park Clinic, has asked patients to pay the full account and then claim their Medicare rebate back from Medicare. IE: for a standard consultation, the patient pays Princess Park Clinic \$70 and then swipes their card again to claim the Medicare rebate of \$37.05. Depending on the type of consultation this consultation fee may sometimes be greater than \$70. We understand that this system is extremely confusing for patients with patients not knowing prior to a consultation the fee they may be charged, and sometimes patients find it difficult to find the up-front payment. This billing system is complicated, inconsistent, and at times unfair.

In order to assist our patients, Princess Park Clinic is completely changing the way we bill our patients. We have designed a new billing system that is simple, clear and provides consistent billing



procedures; a system that is fair and transparent and does not require patients to pay large up-front payments for services.

You may have experienced similar billing systems from specialists or allied health providers. Princess Park Clinic will be moving to this new billing system as of Monday 29th June 2015.

An 'OUT OF POCKET FEE' is the amount you pay for a medical service, over and above what Medicare pays. From Monday 29th June 2015, patients at Princess Park Clinic will only be required to pay an "OUT OF POCKET FEE" and then the doctor will wait for Medicare to pay the remainder of the account, which will take approximately 90 days

We feel that patients will appreciate that they no longer will have to find large up-front payments to see the doctor and that we will now have a clear and consistent fee structure to follow.

## When and how do I pay for my service?

All patients will be asked to settle their accounts on the day of service. We accept cash, cheque and provide EFTPOS and credit card facilities.

