

Princess Park Billing Policy Guide.

Billing Guide

Our aim is to provide patients with a clear and consistent billing policy so that patients are fully aware of 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.

In order to assist our patients, Princess Park Clinic has designed a 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. An "OUT OF POCKET FEE" and then the doctor will wait for Medicare to pay the remainder of the account via 'Pay Dr Chq' Scheme.

The Doctors who consult from Princess Park Clinic are independent medical associates who run their own privately billing practices out of the clinic and as such set their own fees.

The below is a guideline of what you can expect when visiting a Doctor at the clinic.

- Patients will no longer have to pay large up front payment for services as the private gap amount is the only cost payable on the day, as a result of this, you may receive a cheque from Medicare payable to the Doctor. This can be brought in at your next appointment or destroyed as Medicare will deposit funds directly to the doctor in 90 days.
- Patients will no longer have to claim their Medicare rebates.

Fee Guideline

- Consultation Fee: \$60.00*
- Pension Card Holders: \$55.00*
- Telehealth Consultations Fee: Standard Consultation Fee (payable at time of booking)
- Surgical Procedures: \$60-\$180* (Doctors will advise patients of costs prior to procedure)
- Dr Rachel Adams & Dr Greg Waller: standard consult: \$70.00 (Pension Card Holders \$65.00)
- Dr Rachel Adams: long consult: \$120.00 (Pension Card Holders \$110.00)
- Dr Greg Waller: standard consult: \$70.00 (Pension Card Holders \$65.00)
- Dr Alan Wallace & Dr Zann Nur: standard consult: \$65.00 (Pension Card Holders \$60.00)
- Dr Sayan Bhattacharya: skin check: \$85.00* (Pension Card Holders: \$75.00*)
- Dr Jimmy Tseng: mirena/copper IUD insertion : FREE (IUD device not included)

**Except for FREE Consultations*

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 and provide EFTPOS and credit card facilities. We DO NOT accept cheques.

Telehealth Consultations are to be paid for up front when the Telehealth Consultation is made to ensure the appointment time is secured.

What if I can't afford to pay my "OUT OF POCKET FEE"?

The clinic acknowledge 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 patients healthcare.

The following services will be provided to ALL patients FOR FREE:*

- Repeat Script Appointments
- Immunisations completed by Practice Nurse
- Flu injection consultations
- Wound Care
- INR testing and dosing
- Toenail clipping
- B12 Injections
- Nurse Blood Pressure Checks

Free consultations are paid for by Medicare on behalf of the patient.

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 or white card (for related consultations) directly to Department of Veterans Affairs.

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 Services Australia on 132011 or visit <https://www.servicesaustralia.gov.au/> If this applies to you, you will need to pay the full amount and claim back the Medicare amount, please let reception know.