

**IMPORTANT UPDATE TO OUR BILLING SCHEDULE FROM 1ST DECEMBER 2022**

Due to the escalating costs associated with providing care to our patients at Medicine on Second we have had to make the difficult decision to make changes to our fee structure to ensure that we are able to continue to provide quality care moving into the future.

The fees associated with your consultation with a doctor need to cover all our practice costs including employing nurses and receptionist as well as covering our operational expenses such as rent, medical equipment, electricity, insurances and keeping up with the technical advances that allow us to provide Telehealth, send electronic referrals and e-scripts.

For many years now Medicare rebates have not kept pace with the rising cost of providing our patients with a high standard of care.

It is therefore not possible for this practice to meet our running costs without changes to our billing policy.

From 1st December 2022 our billing will be as follows:

**Doctors will BULK BILL the following patients only from Monday – Friday:**

All children 15 years and under

All DVA card holders

Patients 75 years and over with a current Pension Concession Card

**We will offer a DISCOUNT RATE to the following patients:**

Patients who have a current Government Concession card aged between 16 and 74 years.

We will charge a **FULL PRIVATE FEE TO ALL OTHER PATIENTS** on the day of consultation. Reception staff can immediately process the Medicare rebate on your behalf.

Medicare regulations prohibit us from splitting your account and only charging a co-payment.

A full list of our fees are attached or can be found on our website [www.medicineonsecond.com.au](http://www.medicineonsecond.com.au)

**SATURDAY FEES**

There will be no bulk billing available on Saturdays. This includes all children under 15 and patients over 75 years of age. DVA are excluded from Saturday fees.

**NON ATTENDANCE / NON CANCELLATION POLICY**

We have received feedback from you that it can at times be difficult to see your doctor within one to three days. We strive to address this by keeping appointments open and available on the day. One contributor to the lack of available appointments is non-attendance. When patients do not attend appointments, or cancel with too little notice, there is no opportunity to book in patients who would benefit from this now lost appointment.

To ensure that we provide the best health care that we can in a timely manner, we request that you contact us a minimum of 2 hours prior to your appointment if you cannot attend.

Medicine on Second reserves the right to charge a “Did Not Attend” fee of $85.00 if you fail to cancel your appointment within the requested time. The fee must be paid before a future appointment can be booked. This fee is not rebatable through Medicare. If there are circumstances beyond your control which prevent you from cancelling your appointment with sufficient notice you should let us know as soon as possible.

The practice’s DNA Policy is intended to free up space for those who need it. An appointment missed by one patient is an appointment we could not offer to another patient in need.

Thank you for your understanding and cooperation.

Management

Medicine On Second