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Policy

FCD Health Billing Policy

Welcome to FCD Health operating the Palmerston GP Super Clinic, Palmerston Medicare Urgent Care Clinic, Darwin Medicare Urgent Care Clinic and FCD Health GP Clinic. This information relates to the Palmerston GP Super Clinic only, as our other clinics are fully bulk billed.

We are here to provide you with quality healthcare while keeping things simple and transparent. Below, you'll find everything you need to know about how we charge for our services.

General Practice Services

At our clinic, we use a mix of bulk billing (no out-of-pocket costs) and private fees. Here's how it works:

For Existing Patients:

We bulk bill (no cost to you) if you're:

- A child under 16 years old
- A pension or concession cardholder
- A Department of Veterans Affairs (DVA) cardholder (for approved conditions)
- Aboriginal or Torres Strait Islander

If you're not in one of these groups, private fees apply.

For New Patients:

New patients pay a private fee for their first visit unless you're a DVA Gold Card holder – in which case, you'll be bulk billed.

Please review the table below for a comprehensive breakdown of our fees and available rebates. If you have any questions, please don't hesitate to ask our friendly team – we're always happy to help.

Medicare Rebatable Consultation Fees

Here's a guide to our fees for general practice consultations (as of 1 September 2024):

Service	Fee	Medicare Rebate	Out-of-Pocket Cost	Additional Information
Short Consultation	\$80.00	\$19.60	\$60.40	Medicare-rebatable general practice consultation.
Standard Consultation	\$110.00	\$42.85	\$67.15	Most common appointment type for general health

Service	Fee	Medicare Rebate	Out-of-Pocket Cost	Additional Information
Long Consultation	\$180.00	\$82.90	\$97.10	needs. For more complex or multiple issues requiring extra time.
Extended Consultation	\$220.00	\$122.15	\$97.85	For highly detailed or multiple health concerns.
New Patient Initial Consultation	\$110.00	\$42.85	\$67.15	Additional fees apply if extra care is required.
Follow-Up Consultation	\$75.00	\$19.60	\$55.40	Reduced fee for follow-up visits, depending on complexity.
Replacement prescriptions, referrals, and documentation	\$20.00	\$0	\$20.00	GP extra time to authorise
Excisions	\$80.00	N/A	\$80.00	Additional fee for minor surgical procedures.
Skin Check	\$150.00	\$42.85	\$107.15	Full body skin check
Skin Check and Total Body Photography	\$275	\$0	\$275	Skin check, Total Body Photography – A Mole Map
Suturing	\$50.00	N/A	\$50.00	Fee for wound stitching or similar procedures.
Treatment Room Fee (Nurse Only)	\$60.00	N/A	\$60.00	For nurse-only services like wound care or injections.
Women's Health Check	\$70.00	N/A	\$70.00	30–45 minute appointment with a Practice Nurse.
Vaccination Clinic (Treatment Room Fee)	\$20.00	N/A	\$20.00	Applies in addition to vaccine cost.
Boostrix DTPA Vaccine	\$60.00	N/A	\$80.00 (with treatment room fee)	Protects against diphtheria, tetanus, and pertussis.
Engerix B Vaccine	\$112.50	N/A	\$132.50 (with treatment room fee)	Protects against Hepatitis B.
Private Flu Vaccine	\$33.50	N/A	\$33.50	Annual flu prevention.
Twinrix Vaccine (Hep A & B)	\$300.00	N/A	\$320.00 (with treatment room fee)	Combined protection against Hepatitis A and B.
Yellow Fever Vaccine	\$175.00	N/A	\$195.00 (with treatment room fee)	Protects against Yellow Fever.
Physiotherapy – Initial Consultation	\$132.00	N/A	\$132.00	Private allied health service.
Dietician – Initial Consultation	\$130.00	N/A	\$130.00	Private allied health service.
Psychology Session	\$200–\$260	N/A	\$200–\$260	Range depends on complexity and duration of the session.

Service	Fee	Medicare Rebate	Out-of-Pocket Cost	Additional Information
Transfer of Medical Records	\$30.00-\$200.00	N/A	\$30.00	Covers administrative costs for securely transferring records.

Our Skin Cancer Clinic offers **HICAPS** as an alternative payment option. Please speak with our friendly reception team for further information.

Note: N/A indicates no Medicare rebate is available for the service. For further assistance, please speak to our friendly reception team.

Follow-Up Consultation Fees

At Palmerston GP Super Clinic, we want to ensure that you are aware of our fees for follow-up consultations. Follow-up consultations attract a reduced fee of \$75, and a Medicare rebate of \$19.60 applies. Here's when you might need to pay a follow-up fee:

- **More Than One Referral or Test Needed**
If your follow-up appointment involves two or more procedures, such as referrals or blood tests or x-rays, a follow-up fee may be applicable.
- **New Health Needs**
A new health issue identified during your follow-up appointment may be addressed as part of the consultation and may incur an additional fee.
- **Longer Appointments**
Follow-up consultations lasting longer than 10 minutes may incur an additional fee.

However, we recognise that everyone's situation is unique, and your doctor may choose to bulk bill (at no cost to you) for follow-up appointments, depending on your specific circumstances.

If you have any questions or require further details, please don't hesitate to ask our friendly reception team for assistance.

Missed Appointment Policy

At Palmerston GP Super Clinic, we are committed to providing high-quality care to all our patients. We understand that unexpected things happen, but missed appointments can affect our ability to serve others. We have a policy regarding missed appointments to ensure fair and efficient care.

Why We Have This Policy

- When an appointment is missed without notice, it prevents us from offering that time to another patient who may need medical attention.
- Missed appointments also impact our scheduling and clinic operations, which affects our overall ability to care for our community.

Important Information:

- Please notify us at least 24 hours in advance if you need to cancel or reschedule your appointment. This allows us to offer the time to another patient in need.
- If you miss your appointment or cancel with less than 24 hours' notice, a missed appointment fee may be charged at the discretion of the practitioner. Medicare does not cover this fee and must be paid directly to the clinic.
- We understand that emergencies happen. If you need to reschedule your appointment due to an emergency, please get in touch with us promptly. Under certain circumstances, we may be

able to waive the fee.

- Patients with a history of repeated missed appointments may be required to provide a non-refundable deposit to secure future bookings, regardless of bulk billing eligibility. You may also have your access to online bookings restricted and will need to book directly with our reception team. This policy aims to enhance appointment availability and fairness for all patients.

How You Can Help

- Set reminders for your appointments to ensure you don't forget.
- Please get in touch with us immediately if you need to reschedule your appointment.

We value your understanding and cooperation in helping us provide the best care to everyone. If you have any questions or need assistance, please call Palmerston GP Super Clinic. We are here to support you.

HotDoc – Payments, Holds and Check-In

Why do I need to provide a card for a booking hold?

We require a small deposit when booking appointments to improve appointment availability and reduce non-attendance. This ensures fairness for all patients and helps us provide timely care by minimising missed appointments.

For general appointments, a \$50 hold is placed on your card, which will be applied toward your consultation fee. If your appointment is bulk billed, your card will not be charged.

If you prefer not to provide card details online, you can book over the phone with our reception team at 08 8919 8919. The same \$50 hold will apply.

Is my card charged immediately?

No, the hold is not an immediate charge. It secures the booking and will only be processed at the time of your appointment. If the appointment is bulk billed or cancelled within the required notice period, the hold will be released, and no funds will be deducted.

What if I'm unable to place a hold on my card?

If you're a regular patient and cannot provide a card for the hold, we encourage you to call us. For patients with a history of missed appointments, we may discuss alternative booking arrangements with your doctor.

What happens if I miss my appointment?

The deposit may be forfeited if you fail to attend your appointment or cancel without providing sufficient notice. We encourage you to contact us as early as possible if you need to reschedule.

Important for Repeat No-Shows

Patients with multiple missed appointments may be classified under our Repeat DNA (Did Not Attend) Policy. This classification will result in a mandatory deposit for all future bookings and the removal of online booking privileges. Please speak to reception if you believe this applies to you or wish to appeal the classification.

How do I check in for my appointment?

1. On arrival, please use the HotDoc Check-In Kiosk or visit our friendly reception desk.

2. Confirm your details to complete the check-in process.
3. Relax and take a seat in our waiting area, and the person you have booked to see will come and get you shortly.

Why use HotDoc?

HotDoc is a secure and trusted booking platform designed to simplify appointment management. Although a small processing fee is applied to transactions, it ensures a smoother experience for patients and staff by reducing no-shows and keeping your care on track.

I'm concerned about providing my card details—how are they protected?

We understand your concerns and take security seriously. HotDoc does not store your payment details. Payments are processed securely through a trusted third-party provider, ensuring your information remains private and safe.

Outstanding Payments and Fees.

At FCD Health, we are dedicated to delivering high-quality healthcare and ensuring a seamless experience for all our patients. We understand that managing medical expenses can be challenging at times. To assist you, we have outlined our approach to handling outstanding accounts, along with the support options available.

What to Expect If You Have an Outstanding Balance

Upcoming Appointments

If you have an outstanding balance, we will kindly request payment within 7 days of your account or at your next scheduled appointment. Our reception team will inform you of any payment due and assist you with the payment process.

Payment Plans

We understand that immediate payment may not always be feasible. If you are unable to settle the balance in full, please get in touch with us to discuss this further. We offer flexible payment plans tailored to your specific circumstances, ensuring you can continue to receive the care you need without added financial stress.

No Upcoming Appointments

If you do not have an appointment scheduled, we will contact you by phone to inform you about the outstanding balance. Following this, an invoice will be sent to your registered address. Don't hesitate to get in touch with us upon receiving the invoice to discuss payment options or arrange a suitable payment plan by email at paymybill@fcdhealth.org.au

Your Options

You can settle your account using various payment methods, including cash, Visa, MasterCard, and EFTPOS.

We offer structured payment plans to accommodate your financial situation. Our team is here to work with you to find a solution that ensures your healthcare remains uninterrupted.

Contact Us:

If you have concerns about your outstanding balance or need to discuss payment arrangements, please do not hesitate to contact our accounts team at paymybill@fcdhealth.org.au. We are here to

support you and ensure financial matters do not hinder your health and well-being.

Accounts not settled on the day may incur a \$10 fee, with a strict seven-day payment policy. Accounts exceeding seven days are followed up via telephone or letter. Failure to pay within 30 days may result in the account being referred to a debt collector.

We aim to handle all financial matters with compassion and understanding. Our primary goal is to support your health journey, and we are committed to working with you to manage any outstanding accounts in a manner that respects your unique circumstances.

Thank you for your attention to this matter. We value your trust in us as your healthcare provider and are committed to assisting you in any way possible.

Transfer of Medical Records

At Palmerston GP Super Clinic, we are committed to maintaining the confidentiality and security of your medical records. A fee of \$30-\$200 (inclusive of GST) applies to transfer medical records to cover administrative costs. Payment is required before the records are released, and you will be informed of the costs. For more information or to request a transfer, don't hesitate to contact our reception team.

Note: Fees are governed by the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

How to Request Access or Correction to your records

- You can request access to your personal information or ask for corrections by contacting us at (08) 8919 8919. Requests can be made
 - In person at the clinic
 - By phone calling (08) 8919 8919
 - By email at contact@fcdhealth.org.au
 - In writing via PO Box 1850, Palmerston, NT 0831

To protect your privacy and ensure the security of your personal information, we will ask you to verify your identity before granting access or making corrections.

We will work with you to provide access to your personal information in a way that meets your needs, such as:

- Providing a printed or electronic copy of your information.
- Allowing you to inspect the information in person at the clinic.

If access cannot be granted as you requested, we will discuss suitable alternatives with you.

If you believe the personal information, we hold about you is incorrect, incomplete, or out-of-date, you can request that it be updated. We will take reasonable steps to correct the information as requested or explain why we are unable to do so.

Where possible, we aim to respond to access requests within 14 days of receiving the request.

Access to your personal information is generally provided free of charge. However, we may charge a reasonable fee for administrative costs, such as copying or printing documents. Any fees will be communicated to you in advance.

In rare circumstances, we may refuse access or correction if permitted by law, such as where access would pose a serious threat to the health or safety of an individual or would unreasonably affect the privacy of others. If this occurs:

- You will be provided with a written explanation of the reasons for refusal.
- You will be informed of any available avenues to complain.

Please be advised, failure to render your account may impact future appointments and ability to book with our clinic.

For general enquiries, contact@fcdhealth.org.au

For feedback: feedback@fcdhealth.org.au