

Billing Policy

We are a privately billing practice committed to:

- Delivering high-quality, unhurried, patient-centred care
- Meeting all Medicare legislative requirements and RACGP Standards for general practices in our billing practices
- Billing Medicare items only when the full MBS item descriptor is met (including time, content, patient eligibility, and clinical relevance)
- Maintaining contemporaneous clinical records documenting how each service met MBS requirements

Our Time-Based Billing Model

Good healthcare takes time — to listen, reflect, and provide thoughtful care. Our fees are time-based to ensure unhurried consultations and practice sustainability.

Medicare rebates apply to eligible consultations. Your out-of-pocket cost depends on:

- Consultation length and MBS item claimed
- Medicare Safety Net status (higher rebates once threshold reached)

Some appointment types and procedures have specific fees (e.g. procedures).

Practice Fees & Concessions

Fees:

Short Appointments	Fee	Rebate
Level A Brief Consult (<6mins)	\$50	\$20.05
Level B Brief Consult (<20mins)	\$102	\$43.90
Longer Consultations		
Level C.1 Long Consult (<30min)	\$150	\$84.90
Level C.2 Complex Long consult (<40mins)	\$210	\$84.90
Extended Consultations		
Level D.1 Prolonged Consult (<45mins)	\$270	\$125.10
Level D.2 Complex Prolonged Consult (<60mins)	\$330	\$125.10
Specialised and Home Visits		
Level E.1 Specialised Prolonged Consult (>60mins)	\$390	\$202.65
Level E.2 Home Visits	\$465	\$233.35

Pension Card and Health Care Card holders receive:

- \$10 discount for consultations under 45 minutes
- \$20 discount for consultations 45+ minutes

Payment Options

Payment due at consultation end.

- Accepted: EFTPOS (Visa & Mastercard), Direct Deposit
- Medicare rebates: Processed instantly to debit card or nominated bank account
- American Express **not accepted**

How We Communicate Fees

We inform you about fees before or at service via:

- Reception signage and scripts
- Website fee schedule
- SMS/email reminders (returning patients)
- Verbal discussion (extended/specialist bookings)

Itemised receipts provided. We help with Medicare claiming.

Independent Practitioners

Our doctors are independent practitioners using their own Medicare provider numbers. Each is personally responsible for services billed under their number and MBS compliance. Final fees may vary slightly between doctors.

Cancellation Policy

Fees applies for cancellations within 2 hours of appointment or non-attendance. This fee is not Medicare-rebateable

The following fees apply:

15 min Appointment	\$25
30 min Appointment	\$50
60 min Appointment +	\$100