



MIXED BILLING EXPLAINED OUR BILLING POLICY EXPLAINED

Dear Valued Patients

Our practice delivers the highest level of patient medical care. Unfortunately, these services are not fully covered by Medicare, and therefore a mixed billing policy applies. Patients are required to pay for the consultation in full on the day of your consultation, and for convenience, your Medicare rebate is processed immediately back into your bank account. To provide the utmost convenience to all of our patients, we use Tyro and Medicare Online.

FAQ

1. WHAT IS BULK BILLING?

Bulk billing means that the doctor is paid directly by Medicare on behalf of the patient. This means that the amount paid for each medical service is the amount set by the Australian Government. Some consultations, such as occupational health, Workcover consultations, insurance documents and private certifications, are not covered by Medicare and need to be paid for privately.

2. DO YOU BULK BILL?

Our practice is not a bulk billing practice. Some services are always bulk billed, such as care plans and Governmentfunded health assessments. Patients under the age of 16 years old and patients with a healthcare/concession/pension cards are bulk billed for consultations. Some procedures and specialised appointments are not bulk billed and a fee applies to all patients 16 years and over irrespective of concession status.

3 . WHY DON'T YOU BULK BILL EVERYTHING?

The Government set the amount through the MBS for item numbers. The amounts approved for a consultation or procedure is insufficient to cover the practice's overheads and costs of providing a high-quality medical service. We value our doctors and think they are worth more than the Government's small value on their service! We want to attract and maintain the very best General Practitioners and maintain a very high-quality service.

4. WHY WOULD I CHOOSE TO PAY A PRIVATE FEE RATHER THAN GO TO A BULK BILLING CLINIC?

Bulk billing clinics often need to see more patients in an hour and often need patients to come back to get test results and may not be able to spend as much time addressing your medical needs. We value your time as much as ours! We aim to keep waiting times to a minimum, we offer same-day appointments, online bookings, eScripts, we have an excellent recall and test result notification system, so our patients do not need to return for follow up appointments unless medically necessary, and our excellent staff and service philosophy ensure your experience is as pleasant as possible.



**PIMPAMA FAMILY MEDICAL PRACTICE
HELENSVALE PLAZA MEDICAL CENTRE
MOUNT COTTON MEDICAL CENTRE
DOCTORS AT MALENY
DOCTORS AT GOLDFIELDS PLAZA
PUMICESTONE VILLAGE MEDICAL CENTRE**

FEES

We are a mixed billing clinic, meaning all consultations are time-based and attract a fee. Fees are payable at the time of consultation by cash, credit card or EFTPOS. Accounts are unfortunately not able to be given. The Australian Medical Association fee structure forms the basis of our billing policy. The doctors charge fees that reflect the time taken and degree of complexity in each consultation. Our practice is equipped with TYRO and Medicare On-Line. These facilities allow the surgery to directly lodge your receipt for Medicare refunds, saving time for patients. Please ask the reception members for any information regarding these rebate options, as well as private fees.



Helensvale Plaza Medical Centre

Helensvale Plaza Medical Centre is a Mixed Billing Practice where all appointments will incur a fee depending on the billing policy.

Please note that Tyro payments charge a surcharge to the patient depending on the type of card used:

Mastercard credit	1.68%
Mastercard debit	1.11%
Visa credit	1.59%
Visa debit	1.05%
Eftpos	0.63%

Mixed billing fees apply to all patients over the age of 16 without a Concession/Pension or Healthcare Card

	Full Fee	Rebate	Out of Pocket
Short Consult	\$28.85	\$18.95	\$10
Standard Consult	\$60	\$41.40	\$18.80
Long Consult	\$105	\$80.10	\$24.90
Mental Health Consult	\$108.95	\$78.95	\$30
Mental Health Care Plan	\$130.20	\$100.20	\$30
Mental Health Care Plan review	\$108.95	\$78.95	\$30

Weekend fees apply to all patients over the age of 16 irrespective of the concession status:

	Full Fee	Rebate	Out of Pocket
Standard Consult	\$66.40	\$41.40	\$25
After Saturday 1pm	\$78.90	\$53.90	\$25
Long Consult	\$115.10	\$80.10	\$35
After Saturday 1pm	\$127.45	\$92.45	\$35
Ear Microsuction and Skin checks	\$140.10	\$80.10	\$60
After Saturday 1pm	\$152.45	\$92.45	\$60

The following appointment types will attract a fee to all patients over the age of 16 irrespective of the concession status:

	Full Fee	Rebate	Out of Pocket
Dietician Appointment	\$78.30	\$58.30	\$20.00
Ear Suction	\$130.10	\$80.10	\$50
Iron Infusion	\$180	\$80.10	\$99.90
Implanon Insertion	\$100	\$33.35	\$66.65
Implanon Removal	\$130	\$56.85	\$73.15
Merina Removal	\$180.10	\$80.10	\$100
Merina Insertion	\$380.10	\$80.10	\$300
Cervical Screening	\$120	\$80.10	\$39.90
Antenatal Consultation	\$90	\$44.15	\$45.85
Skin Check	\$120.10	\$80.10	\$40

Private Patients – no Medicare Eligibility

	Weekday	Weekend
Standard Consult	\$80	\$100
Long Consult	\$120	\$140

Non-Medicare Rebateable Consults – these are only estimated, please ask for a quote:

Basic medical for Students, Cadets and non-complicated	From \$110
Commercial Drivers Licence	\$220
Pre-employment, Workplace, Drug Screening	From \$110
• Spirometry	\$50 + GST
• ECG	\$50 + GST
• Drug test	\$50 + GST
• Breathalyzer	\$25 + GST
Insurance/Super release/Insurance Income	\$From \$220
Medicals and Reports	
Dive Medicals	
• Recreational	From \$160 + GST
• Spirometry	\$50 + GST
• Commercial	From \$220 + GST