

Consultation Fees from 3rd July, 2023.

From 3rd July 2023, we will have a fee adjustment, necessitated by significant inflationary pressure on our base operating costs.

Private Patients (ie, no Gov't Concessions)

<u>Consultation Type</u>	<u>Fee</u>	<u>M/care Rebate</u>	<u>Gap</u>
Script & Referral Clinics	\$30	\$18.85	\$11.15
Standard (up to 15 mins)	\$96	\$41.20	\$54.80
<i>Standard +</i> (over 15mins)	\$130	\$41.20	\$88.80
Long (20-40 mins)	\$170	\$79.70	\$90.30
Extra Long (40-60 mins)	\$260	\$117.40	\$142.60
Extra Long (over 60 mins)	\$325	\$117.40	\$207.60

'Standard +' Explanatory Notes: In some cases the complexity and duration for a consultation is longer than the 15 minutes of a 'Standard Consultation', yet does not meet the criteria for a 'Long Consultation'. In these instances, the GP may, at their discretion, charge a higher Fee of \$130.

Concession Fees (ie, Healthcare Card & Pensioner Card holders)

<u>Consultation Type</u>	<u>Fee</u>	<u>M/care Rebate</u>	<u>Gap</u>
Script & Referral Clinics	\$30	\$18.85	\$11.15
Standard (up to 15 mins)	\$73	\$41.20	\$31.80
Long (20-40 mins)	\$140	\$79.70	\$60.30
Extra Long (40-60 mins)	\$215	\$117.40	\$97.60
Extra Long (over 60 mins)	\$240	\$117.40	\$122.60

Explanatory Notes: Concession Rates are designed to provide relief for the most vulnerable in our community. As such, they may be varied at the discretion of each GP, relative to individual circumstances.

Saturday Fees

Please Note: The magnitude of the surcharge on Saturday Fees is reflective of the costs and complexities of operating the Clinic on a Saturday.

<u>Consultation Type</u>	<u>Fee</u>	<u>M/care Rebate</u>	<u>Gap</u>
Standard [Private] (up to 15 mins)	\$120	\$41.20	\$78.80
Standard [Concession] (up to 15 mins)	\$97	\$41.20	\$55.80
Long [Private] (20-40 mins)	\$225	\$79.70	\$145.30
Long [Concession] (20-40 mins)	\$185	\$79.70	\$105.30

Consultation Fees - Information

We are conscious of the widening 'gap' caused by the lack of funding support for primary healthcare. This higher gap is due to the increase in the Medicare rebate continuing to be substantially less than inflation (approximately half).

Please note that Hawthorne Clinic is not a Bulk Billing Clinic. To assist the most vulnerable in our community, the GP's may use their discretion to provide some discount in certain cases. Please be mindful however that requesting that a privately billed consultation be 'Bulk Billed' is asking the GP to discount the value of their service and advice by over 50%.

General

- Telehealth (telephone and video) Consults attract the same fees as the corresponding 'face to face' consult, and where the patient is eligible for a Medicare rebate, the corresponding rebates apply.
- To be eligible for a Medicare rebate for a Telehealth consult, it is a Medicare requirement that the patient has had a "face to face" consult at the Practice within the previous 12 months.
- Fees are payable in full at time of consultation. The Clinic is then able to submit any applicable Medicare rebate claim electronically, on the patient's behalf.
- Procedures (stitches, dressings, etc) will generally incur an additional Treatment Room Fee, in addition to the GP's Consult or Procedure Fee.
- Please ensure a separate Appointment is booked for each family member.
- If you have more than 1 issue to discuss with your Doctor, please book a longer consultation. This will assist our Doctors to run on time for your appointment.
- DVA Card holders: Gold Card and White Card (where the consultation is relevant to the condition) will continue to pay no out of pocket expenses.

Non-Attendance / Cancellation Policy

Fees may apply, at the discretion of the GP, to patients who either fail to attend their appointment, or cancel their appointment with less than 2 hours notice.

- New patients who fail to attend their Initial Appointment, will be charged a \$50 Non-Attendance Fee. To facilitate this, new patients will be required to provide valid credit card details as part of their booking.
- Existing patients who fail to attend, will initially receive a Reminder of our Policy. On the second occasion, a \$50 Non-Attendance Fee will be charged, with the account sent to the patient.