

Patient Information

Billing Policy

Our Mission Statement

“Thirroul Medical Practice strives to provide comprehensive community health care that anticipates and responds to the needs of the patient. We strive to provide our patients with exemplary customer service. We will treat our patients with courtesy, respect, compassion and confidentiality. The Medical and Administrative staff will work with our patients towards building a partnership to achieve their health goals. We do not discriminate in the provision of excellence. We are committed to promoting health, wellbeing and disease prevention to all patients.”

Thirroul Medical Practice is a private billing practice. We are guided by the Australian Medical Association (AMA) schedule of fees that is reviewed annually and small increases made in line with the CPI. The fees that we charge cover our practice costs including employing receptionists and practice nurses and meeting our operating expenses. Our fees are currently \$13 less than recommended by the AMA.

It is the policy of Thirroul Medical Practice that payment for your consultation is made on the day. Fees may be paid by cash, EFTPOS, Credit Card or Cheque.

Medicare Australia provides a rebate to reduce **your** out of pocket expenses for **your** medical care. We help you receive the rebate by electronic processing of your claim to Medicare, the Medicare payment is a transaction between you and Medicare, not a payment to us. Please ensure Medicare have your bank details for this to occur.

We do not bulk bill consultations routinely as the costs of running the Practice in the way that we do would not be covered by the Medicare bulk billing fee. Unlike the Australian Medical Association's fees which increase by a level in line with CPI the Medicare rebate has been frozen for several years and is planned to be frozen at the current level for 5 more years. Prior to this the rise was only 1% per annum lagging behind the CPI which is generally 3% per annum. As an example for a level B Consultation the Australian Medical Association fee is \$76 (our cost is \$63) while the Medicare rebate is \$37.05. The difference with the Medicare rebate being less than half the Australian Medical Association's recommended fee.

As the Medicare rebate lags further behind our cost of providing a quality service, we introduced a reduced fee for a follow up appointment as a compromise between our costs and consideration for patient costs for repeat visits. We do not recall people to discuss normal results and we often find that other matters are dealt with in the follow up consultation. If a follow up consultation is simple and brief Doctors may use their discretion to choose to bulk bill that visit, but this is not the general rule.

The Doctors will advise reception staff as to the appropriate billing item for your consultation at each visit. Please discuss any financial hardships with the Doctor, your health and wellbeing is important to us.

Department of Veteran Affairs (DVA) Patients are billed directly to DVA. Please present your card to reception on arrival.

Doctors may bulk bill Aged Pensioners and Health Care Card holders. Please present your card to reception on arrival.

At Thirroul Medical Practice we take particular care to maintain a pleasant and comfortable environment for our patients and staff to enjoy. Our staff are highly valued and we aim to provide a good employment package for them. We have a very low staff turnover which adds to patient care.

We believe in high quality medical care and as a result we are actively involved in research and teaching both Medical Students, General Practice Registrars and Nurses.