

Want to make a complaint about medical fees?

We understand that everyone will have different feelings about this change. While you may be angry or upset, please make sure you do not direct this towards our team members – we are here to provide you with quality healthcare and being abusive towards our clinic staff will not help to change what is an issue with the government's approach to Medicare.

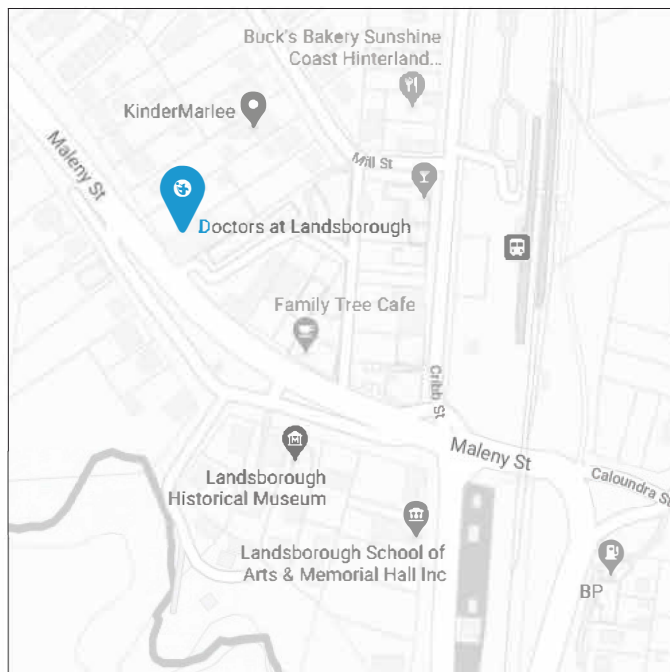
The BEST way you can help to action change is to make a complaint about the **Medicare freeze**. Please contact your local Federal member and ask them what they are doing to **stop the freeze**.

About the Medicare freeze

The Medicare rebate freeze was first introduced in 2013 as a 'temporary' measure to help budget savings. The following sitting Governments have all continued the freeze since that time. There has been some lifting of fees for certain GP consultations, however the minimal increase of only 0.5% over a 10 year period, has left the rebate at less than half of a standard consultation fee in private practice. Therefore, more and more medical centres cannot afford to bulk bill patients.

Find us

Shop 2/40, Cribb Street, Landsborough QLD 4550



Opening hours

Monday to Friday: 8:00am to 5:00pm
Saturday, Sunday and Public Holidays: Closed

P: 07 5360 9350

Book online via website:

img.net.au/doctors-landsborough

Or download the **Better Medical app** by scanning the QR code.



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DOCTORS at
LANDSBOROUGH

Changes to our
billing policy

Unfortunately, we are no longer able to bulk bill as many patients as we currently do. We understand this will be disappointing to some patients. Please read below to understand why these changes need to happen.

Why are more medical centres starting to charge fees?

We would like to have been able to continue bulk billing, but due to the unmovable Medicare rebate payable for the health services our doctors provide, unfortunately this is no longer sustainable for the clinic.

The funding of your health visits via Medicare rebate is used to cover the running of our clinic including your doctor's income, providing and sterilising of clinical equipment, medical supplies, nursing staff, support staff, managing results, correspondence, referrals, important medical recalls and reminders, as well as providing a clinic environment that is safe and comfortable for you to receive your care amongst other things. Medicare rebates have increased by only 0.5% since 2010 and the rebate has not kept up with health care inflation and has, in fact, decreased in its real value. Healthcare inflation has risen by approximately 5% per year, and by over 10% in the last year alone.

Here's an example: A wound dressing can cost upwards of \$20 for a single dressing and sometimes a nurse will see you as well as the doctor. Medicare does not pay for the dressing or the services provided by both the nurse and the doctor. The clinic is covering that expense for free. In some instances, this means the clinic spends more money on providing the care to the patient than the doctor receives from the bulk bill payment from Medicare.

As a private practice, this is not sustainable.

When will the fee changes begin?

At **Doctors at Landsborough**, our new fee structure will start on 1 July 2022. Some patients and services will continue to be bulk billed (read below). Other patients will be required to pay for their GP appointments.

Who will still be eligible for bulk billed appointments?

We know that some of our patients may suffer particular financial hardship and your doctor may take this into account in some instances and choose to bulk bill the patient or offer a discounted fee for. At **Doctors at Landsborough**, this includes children 15 and under, pensioners and concession card holders.

What other services will continue to be bulk billed?

We will continue to bulk bill the following services:

- All children's scheduled immunisations
- All children's influenza immunisations (flu shot appointments)
- COVID vaccinations for children and adults
- Health Care Management Plans

How much will I be charged?

Your appointment fee will depend on the type of appointment and how long it takes. If you have a Medicare Card, Medicare will refund to you a proportion of your appointment fee (Medicare Rebate) and you will only be out of pocket the remaining amount.

Non concession card holders & non Medicare card holders

Private Consultation Fee's – NON CONCESSION CARD HOLDERS AND NON MEDICARE CARD HOLDERS.

Non Medicare Card Holders are not eligible to get the Medicare refund.

Item Number/ Billing Code	Appointment Fee	Gap	Medicare Refund	Out of Pocket
3 – Level A	\$40.00	\$30.70	\$17.90	\$22.10
23 – Level B	\$80.00	\$43.35	\$39.10	\$40.90
36 – Level C	\$125.00	\$64.25	\$75.75	\$49.25
44 – Level D	\$165.00	\$79.15	\$115.5	\$63.50

Children 15 and under, pensioners and concession card holders

Private Consultation Fee's – Children 15 and under, pensioners and concession card holders.

Item Number/ Billing Code	Appointment Fee	Gap	Medicare Refund	Out of Pocket
3 – Level A	\$30.00	\$30.70	\$17.90	\$12.10
23 – Level B	\$55.00	\$43.35	\$39.10	\$15.90
36 – Level C	\$95.00	\$64.25	\$75.75	\$19.25
44 – Level D	\$135.00	\$79.15	\$115.50	\$23.50