For **Telehealth consultations** patients pay by credit card over the phone with Reception or by a secure link. An EFTPOS transaction surcharge paid by the patient applies to all transactions. The patient uses their receipt to claim their Medicare rebate themselves either by mail or in person at a Services Australia office or by the mobile MYGOV Medicare app. The practice does not process the Medicare rebate for Telehealth consultations.

We work by appointments and reserve the appointment especially for the booked patient. We have a wait list and like to fill all appointments times. If you do not arrive without notice to us you may be charged. From 1 January 2024 we have a Did Not Attend Policy with a**Did Not Arrive/Attend Fee of $40.00 applicable to both Concessional and Non-Concessional patients with an EFTPOS transaction surcharge paid by the patient.**Please refer to the Clinic Policy for more information. There is no Medicare rebate for a Did Not Arrive/Attend fee.  
  
The list of most common service item numbers and fees are listed below. A longer list will be available at Reception. The fees will reflect the time taken and the degree of complexity for each consultation. The fees are applicable per patient, not per family. The list of fees and list of patients eligible to be Bulk Billed is subject to change. Non-Concessional patients will need to pay in full on the day of service.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Patient pays on day of service | Medicare rebate | Patient out of pocket amount |
| **SHORT CONSULT,**MBS Item 91178 / 91189 | **$60.00** | $19.60 | **$40.40** |
| **STANDARD CONSULT,**MBS Item 91179 / 91190 | **$80.00** | $37.15 | **$42.85** |
| **LONG CONSULT**, MBS Item 91180 / 91 | **$100.00** | $54.85 | **$45.15** |