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Update from The Crane General Practice

We wish to thank all our patients who have supported us since the clinic opening in April 2020. As a small business, we are unfortunately not immune to the rise in cost of living, increase in wages and the challenges in keeping healthcare affordable to all when there is no fair increase in Medicare rebates. We remain focussed on providing high quality medical care and as such, we will be making necessary changes to our fee structure, beginning 11th of July 2022. We understand that it is a financially difficult time for many, and where we can, we will try to help. If you have concerns about the rising cost of healthcare, we strongly encourage you to approach your local MP to discuss this.

Key changes to our fee structure will include:

- Out of pocket fee will increase by around 5% in line with the CPI increase over the last 12 months. The new fee for our standard 15-minute consult is \$89 with an out of pocket of \$49.25 after the Medicare rebate.
- Long consults will now incur higher out of pocket fees to bring them in line with our time-based fee model.
- Specialised consults, such as shared antenatal care and skin checks, will incur higher out of pocket fees.
- Facility fees to cover nursing time, consumables and equipment sterilisation during procedures, will increase in line with wage increases and price increases by our suppliers.
- We can no longer bear the cost of both unpaid administrative time in processing TAC and Workcover claims and the wait time for TAC and Workcover to reimburse us. TAC and Workcover patients will incur an out-of-pocket fee and pay the full fee upfront following each consult. It is then the patients' responsibility to claim TAC and Workcover compensation.
- To allow our GPs to run on time and respect other patients' time, we would like to remind that
 - A standard consult of 15 minutes is to cover one issue only (excluding mental health matters).
 - All mental health matters require a long consult booking, due to their inherent complex nature.
- Any patient owing payment for a previous consult will not be able to book further appointments until the payment is settled in full.
- Patients who do not attend their appointment or cancel within 2 hours of their appointment time will incur a fee. This fee will vary with appointment duration and type. We encourage patients to download and utilise the free AMS Connect app to manage their appointments.

Please visit the [Fee section](#) on our website for more information. Please also visit [Patient Information \(FAQs\)](#) on our website for some ways you can minimise your cost and save time. If you are struggling financially, please discuss with your doctor.

Thank you.

The Crane General Practice.