



**Fee increases from Monday 1 July 2024.
Providing you with transparency and tips to save.**

From Monday 1 July 2024, our fees will be increasing to match the rising cost of living while maintaining high quality, whole-person care for our patients. While your Medicare rebates fail to match the increasing cost of good healthcare, we will try our best to help you save where possible.

Key changes:

Increase in fees

- Our new fees are now available on our [website](#) and will be displayed in our waiting room from 1 July 2024.
- For those who have been quoted a fee for a procedure and booked prior to 24 June 2024, you will be charged the quoted fee (not the new fee).

Nurse Fee

- Our nursing team plays an important part in supporting our GPs to provide you with cost-effective, whole-person care.
- In recognition of the value our nurses provide, a **Nurse Fee of \$15 + GST** will apply for **nurse-only** consultations (e.g. childhood & travel vaccinations, injections etc.) **except FLU shots and COVID boosters.**
- A full list of nurse-only appointments which attract a Nurse Fee is available [here](#).
- Complex nurse appointments (e.g. complex wound management) will incur higher fees depending on the length of your consultation.
- There is no Medicare rebate for a Nurse Fee.
- The Nurse Fee covers our nurses' time and does not include any consumables and private vaccines used in the consult. Where applicable, there is a separate fee to cover the cost of consumables and vaccines.
- For nurse-only appointments, a brief GP attendance is required for clinical safety, and this is bulk-billed. Medicare ruling requires both Nurse Fee and GP fee to be paid upfront and you will receive a 100% rebate back for the GP part with a final out-of-pocket of \$15 + GST. For example, for your nurse-only appointments, you can expect to pay an upfront fee of \$36.10 (<6 mins of GP time) with a rebate of \$19.60, or \$59.35 (6-20 mins of GP time) with a rebate of \$42.85.
- Our GP has a right to charge a private fee if patients choose to consult them about a matter unrelated to the Nurse only appointment.
- The Maternal and Childhood Health Service is an alternative option for families with children from birth to school age to receive free childhood vaccinations. [Click here](#) to view a list of nearby centres.

Weekend surcharge

- For all weekend appointments, a surcharge of \$15 applies to cover our higher operating costs.

Repeat scripts and referrals

- We do not provide free repeat scripts and referrals because this requires time by your GP to complete.
- A non-urgent repeat script or referral request will incur a \$30 + GST fee. This is processed within 5 business days of the request.
- An urgent repeat script or referral request will incur a \$40 + GST fee. This is processed within 1 business day of the request.
- If you call up to change your request from non-urgent to urgent, you will be charged the difference in fees.
- Restrictions apply to some medications (e.g. [schedule 8 and schedule 4 medications](#)) where a consultation will be required to provide the scripts.
- Fees will be higher over the festive period when the clinic is shut between Christmas and New Year.

Chronic disease management plan (CDM) review

- CDM **review** appointments will incur an out-of-pocket fee. However, eligible patients will still save approximately 50% on fees when compared with booking a standard 30-minute appointment.

There are a few things you can do to reduce your out-of-pocket cost or receive your rebate back faster.

- Please bring your EFTPOS/debit card to face-to-face appointments. This means your Medicare rebate can be immediately paid back into your bank account via EasyClaim.
- [Register for Medicare Safety Nets](#). When you spend over a certain amount in a calendar year, Medicare will give you a higher amount back.
- Update your concession card details, including expiry date, to be eligible for our discounted rates. Please advise your details in writing via email or online form or show our Reception Team your card next time you attend the clinic.
- [Register for My Health Record](#). An active My Health Record will allow us to check your eligibility for bulk-billed items such as Chronic disease management plans and Health Checks, and ensure you are eligible to receive Medicare rebates for high value items such as Mental Health Treatment Plans. You can choose which health conditions to upload onto My Health Record – please discuss with your regular GP.
- [Register for MyMedicare](#). With MyMedicare, you will be able to nominate our clinic as your regular General Practice to enable Medicare rebates for longer phone consults and bulk-billed Chronic disease management items.
- Renew existing [prescriptions](#) and [referrals](#) online via our website. Restrictions apply to ensure we do not compromise safe clinical care – please read carefully before submitting your renewal requests.
- [Download our free clinic app](#) to ensure you can manage your appointments efficiently to avoid missed appointments and fees for non-attendance.

For more FAQs about our fee policy, please refer to our [website](#).

Unintentional slips sometimes happen in a busy General Practice. We encourage you to communicate any concerns you may have about your fees by calling the clinic or completing an [online form](#) on our website, and we will attend promptly to resolve your concern. Please be aware that some billing issues may unfortunately be out of our control and may require you to call Medicare to resolve the issue.

If you have any further questions, please submit these on our website [online form](#) and we will endeavour to get back to you within 5 business days.

We appreciate your understanding and ongoing support.

Thank you,
The Crane General Practice.