



**Increase in clinic fees from Monday 7 August 2023.
How we can help you save and provide transparency.**

This year has been financially challenging for many. Our clinic, like many small businesses, has not been immune. The cost involved in providing a warm, safe space where our patients can be heard and cared for to the highest standards, is rising. However, Medicare rebates have not increased proportionately to help patients cover their healthcare fees. The occasional "band-aid" government funding does not provide sustainability to General Practice.

We will continue to practise high quality, slower medicine, which time and again has enabled our patients to achieve positive health outcomes. To facilitate this ongoing commitment, we will be increasing our fees as of Monday 7 August 2023. Our new fees are available on our [website](#) and displayed in the waiting room at the clinic.

We are here to help as always. There are a few things you can do to reduce your out-of-pocket cost at our clinic:

- [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 Support 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 from 1 October 2023](#). 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. We will remind you via an SMS campaign closer to the date.
- 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.

To ensure transparency to our patients, please read the following:

- Our new fees are available on our [website](#) and displayed in the waiting room at the clinic.
- Our Support Team will endeavour to communicate the fee breakdown to patients for tele-consults greater than \$150, via a call/SMS, because this breakdown is currently not available via our online payment provider
- Charges on your debit and credit card will always appear slightly higher due to surcharges by the financial institution providing the convenience of these transactions. These surcharges may vary from time to time.
- It is your responsibility to check the fees and Medicare rebate eligibility when booking an appointment. Booking the appointment implies you are aware of the fees to be charged. These apply especially for procedures and private vaccines.
- Mistakes 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.
- If you have an outstanding payment, you will not be able to book another appointment until this payment is settled. This may include 'Did not attend (DNA)' fees and any outstanding payment for family members linked to your account.
- All Worksafe and TAC consults require upfront payment. We will provide you the invoice to claim back from Worksafe and TAC.
- We are unable to accept bank transfers because of the significant administrative cost associated with this process.
- If you want to pay by cash, you must provide the exact change. We do not keep cash at our clinic.

If you have any questions, please submit these on our website [online form](#) and we will endeavour to get back to you within 3 business days.

We appreciate your understanding and ongoing support.

Thank you,
The Crane General Practice.