

## Medical students & you

We're here to provide healthcare for people living in the Shepparton region — now and into the future.

Most doctors live and work in the big cities. That's why we're training medical students here in Shepparton, the aim being that they become your next generation of doctors.

So, when you come to our clinic, you might be seen by a medical student before you see your GP. Rest assured that if you are a fee-paying patient, you will only be charged for the time you spend with your GP.

Please talk to our welcoming reception staff if you have any questions or if you'd rather not interact with a student.

## Results

Please note that it is your responsibility to call the practice for results. We will call you in urgent cases. We will bulk-bill you for appointments that are made to discuss test results only, at your doctor's request.

## Online Booking

Did you know that you can now book appointments online? Visit [www.shepmed.unimelb.edu.au](http://www.shepmed.unimelb.edu.au) to download the "Appointment" app to your tablet or smartphone, or book using your desktop or laptop computer.

## On-the-day appointments

We keep a small number of appointments available in case a patient calls and needs to be seen on the same day. Call our friendly receptionists if this is the case.

## Other information

For our new opening hours, information on new doctors and nurses, or our schedule of fees, visit our website.

### Shepparton Medical Centre

49 Graham Street, Ph 5823 3100  
Shepparton 3630 Fax 5831 7568

[www.shepmed.unimelb.edu.au](http://www.shepmed.unimelb.edu.au)



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## BILLING POLICY



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# BILLING GUIDE

**The purpose of this flyer is to explain the charges you should expect when accessing our medical services.**

The doctors and staff at Shepparton Medical Centre believe your health is our priority. We always have this in mind when we consider the fees we charge.

## **Why is Shepparton Medical Centre starting to charge fees for some services?**

The federal government has continued its freeze on Medicare rebates for several years now. On the other hand, our costs continue to increase every year. The effect is that our clinic is making a loss. We're now adjusting our schedule of fees to ensure that we can continue delivering affordable care tailored to your needs.

## **What does this mean for you?**

If you are happy to involve medical students in your care **AND** answer **YES** to one or more of the following questions, nothing will change for you. You will continue to be bulkbilled for consultations.

- *Are you under 16 years old?*
- *Is your healthcare covered by the Department of Veterans' Affairs?*
- *Do you hold a valid Commonwealth concession card?*

For everyone else, the following fees apply to consultations from 1 April 2016:

Length of consultation	Your contribution	Medicare rebate	Total fee
< 20 minutes	\$30	\$37.05	\$67.05
20-39 minutes	\$50	\$71.70	\$121.70
40+ minutes	\$75	\$105.55	\$180.55

We will continue to charge a \$10 fee for prescription renewals and a minimum of \$95 for the completion of certain forms (e.g. commercial vehicle licenses, sports medicals). Please mention this when making your appointment.

## **Which services will remain bulkbilled for everyone?**

You will not be charged an out-of-pocket fee if:

- You are under the age of 16, or
- You hold a valid Commonwealth concession card, or
- Your care is covered by the Department of Veterans' Affairs, or
- Your visit relates to managing a chronic disease under a GP Management Plan (special Medicare rebates), or if you are accessing mental health services covered by special Medicare rebates.
- Your visit relates to a Health Assessment (special Medicare rebates).
- Your visit relates to obtaining results from tests only, at the doctors request.

## **When and how do I pay for my service?**

All patients will be asked to pay their accounts at reception on the day of service. We prefer payment by EFTPOS.

## **Sometimes I receive a cheque in the mail made out to my doctor, what do I do with this?**

This is only applicable if an out-of-pocket fee applies to your appointment: When you settle your account, you only need to pay the gap fee and agree to assign the Medicare rebate to us. Medicare will then send you a cheque made out to us.

Please bring this cheque into the clinic and place it in the deposit box provided at reception. We bank that cheque, which then completes payment for the service we have given you. If you cannot locate the deposit box or have any questions, please see our reception staff.

## **Who do I ask if I need more information?**

We understand that this is a big change for some of our patients. If you have any questions please feel free to ask any of our reception staff either in the clinic or by telephone.

