

## Online Booking

Visit [www.shepmed.unimelb.edu.au](http://www.shepmed.unimelb.edu.au) to download the "Appointuit" 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 needs to be seen on the same day. Call our friendly receptionists if this is the case.

## Seeing Doctor of Choice

Our team will work hard to book you an appointment with your doctor of choice. All of our doctors value providing quality health care and working as a team. In most instances, you will be introduced to more than one doctor to ensure that we can provide you with access to health care when you need it.

## Other information

For our opening hours, information on new doctors and nurses, or our schedule of fees, visit our website and like us on [www.facebook.com/shepmed](https://www.facebook.com/shepmed)



## Medical students

The Shepparton Medical Centre (SMC) is a purpose built teaching clinic designed to promote high quality care and effective teaching.

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 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.



## Shepparton Medical Centre

# BILLING POLICY



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

# BILLING GUIDE



## Introduction

The Shepparton Medical Centre is a mixed billing practice that aims to balance the needs of our patients for affordable quality health care with the need to operate a financially sustainable business.

Doctors and staff at the Shepparton Medical Centre believe that your health is our priority. We have this in mind when we set our fees. Our fees are reviewed annually and are determined by a combination of factors including Medicare indexation, costs associated with running a medical practice and our patients.

## Payment for Service

Fees are payable at the time of consultation.

The preferred method of payment is EFTPOS, however we do also accept cash payments. In most cases, we can process your Medicare refund on-the-spot, at the time of payment.

We understand that from time to time our patients may experience financial difficulty which may prevent some patients from settling their accounts. Please speak to our Reception team who may be able to assist you with payment plans and/or offer alternative options for care to ensure patient fees are paid without compromising the patient's healthcare.

## Fee Levels

Patients will fall into one of the following fee levels:

### Private:

- ◆ Over the age of 16
- ◆ Under the age of 75
- ◆ Doesn't hold a Pension card, Healthcare card or Department of Veteran Affairs (DVA) Gold or White Card

### Concession Card Holders:

- ◆ Over the age of 16 and holds a Pension card or Healthcare card

### Bulk Bill:

- ◆ Under the age of 16
- ◆ Over the age of 75\*
- ◆ Department of Veteran Affairs Gold or White Card

*\* We believe in preventative health care. If you are over the age of 75, please ensure that you have an active health assessment to continue to be Bulk Billed*

## Consultation Fees:

This schedule sets out some of the more common consultation fees (paid on the day of consultation):

Length of Consultation	Private		Concession Card Holders	
	Out-of-pocket \$34.00		Out-of-pocket \$21.00	
<20 minutes	Total fee payable	\$ 72.20	Total fee payable	\$ 59.20
	Medicare Rebate	\$ 38.20	Medicare Rebate	\$ 38.20
21-39 Minutes	Total fee payable	\$107.95	Total fee payable	\$ 94.95
	Medicare Rebate	\$ 73.95	Medicare Rebate	\$ 73.95
40 + minutes	Total fee payable	\$142.85	Total fee payable	\$129.85
	Medicare Rebate	\$108.85	Medicare Rebate	\$108.85

## Services which are Bulk Billed (Medicare funded) for everyone

- Immunisations completed by Practice Nurse
- Flu injection consultations
- Wound Care
- INR testing and dosing
- Weight loss consultations provide by Practice Nurse
- Aged based assessments for 45-49 year old's and 75+ Health Assessments *\*conditions apply*
- B12 injections
- Nurse Blood Pressure Checks
- Care Plans (annual and reviews) *\*conditions apply*
- Mental Health Plans *\*conditions apply*
- Result appointments - *appointments generated by clinic for results only discussion*

## Additional Services

We offer a range of additional services that offer convenience for our patients.

Private fees apply for these services:

- Pick-up prescription renewals \$15.00
- Completion of certain forms (e.g. commercial vehicle licences, sports medicals) prices start at \$120.00
- Diabetes Education sessions with Credentialed Diabetes Educator

First two initial consultations \$53.80\* each

*\* Patients with Chronic Disease Allied Health Referral for Diabetes will be Medicare Bulk Billed for these consultations*

## Need more information

Please do not hesitate to contact us on 03 5823 3100 or [reception@shepmed.unimelb.edu.au](mailto:reception@shepmed.unimelb.edu.au)