Medical students

The Shepparton Medical Centre (SMC) is a purpose build 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.

Online Booking

Visit the App Store or Google Play, download the Hot Doc app on your device, set-up a Hot Doc account and select Shepparton Medical Centre for online appointment bookings.

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

Shepparton Medical Centre

BILLING POLICY

49 Graham Street, Shepparton 3630
Ph 03 5823 3100
Fax 03 5831 7568
www.shepmed.unimelb.edu.au

1 July 2019
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):

<table>
<thead>
<tr>
<th>Length of Consultation</th>
<th>Private Out-of-pocket $34.00</th>
<th>Concession Card Holders Out-of-pocket $21.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;20 minutes</td>
<td>Total fee payable Medicaid Rebate $72.20 $38.20</td>
<td>Total fee payable Medicaid Rebate $59.20 $38.20</td>
</tr>
<tr>
<td>21-39 Minutes</td>
<td>Total fee payable Medicaid Rebate $107.95 $73.95</td>
<td>Total fee payable Medicaid Rebate $94.95 $73.95</td>
</tr>
<tr>
<td>40+ minutes</td>
<td>Total fee payable Medicaid Rebate $142.85 $108.85</td>
<td>Total fee payable Medicaid Rebate $129.85 $108.85</td>
</tr>
</tbody>
</table>

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:
♦ Prescription renewals $17.50
♦ Urgent prescription renewals $25.00
♦ Completion of certain forms (e.g. commercial vehicle licences, sports medicals) prices start at $120.00
♦ Diabetes Education sessions with Credentialled 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

1 July 2019