RANFORD MEDICAL CENTRE

BILLING POLICY

We are a private billing practice. This ensures the highest level of health care for you and your family. Eftpos and credit card facilities are available for your convenience.
Children and aged pensioners are bulk billed for routine appointments. Other patients are billed as follows:

Consult	**Children aged to 12**	**13-17 years, Benefit card holders**	**Adults**	**Aged Pensioners**
Standard	Bulk Bill	Gap	Private Fee	Bulk bill**
Long consult	Bulk Bill	Gap	Private Fee	Bulk bill**
Walk in (no prior appointment)	Private Fee Standard consult	Private Fee Standard consult	Private Fee Standard consult	Private Fee Standard consult

** You must hold a valid **Age** Pensioner Concession Card and be aged 67 or over

Private

We require payment on the day of consultation. We have the convenient option of sending your claim online to Medicare, and they will credit your bank account for the rebate amount.

Benefit Card Holders

Patients who are aged between 13 to 17, who hold a Health Care Card or Pensioner Concession Card, are charged a gap fee which is payable at the time of consultation. We send this account to Medicare for you. They will then post a cheque to you which is payable to the Doctor, which we ask you to forward on to us AS SOON as it is received to avoid an outstanding liability. If the cheque is not received by 90 days, you will be required to pay the outstanding balance. This account remains your responsibility until full payment is received.

Please ensure you have your current benefit card available upon request, or you will be billed the full private fee.
It is your responsibility to present the card and update any expired card details at your visit.

Procedure Room

Procedures such as suturing, plastering and lesion excisions will incur a gap fee for all patients, including children and pensioners. The balance of the account is sent to Medicare. They will then send you a cheque payable to the Doctor, which we ask you to forward to us AS SOON as it is received to avoid an outstanding liability.
This account remains your responsibility until full payment is received.

Walk In – No Appointments

If you present to the surgery without an appointment, you may be seen by the next available doctor if clinically indicated, however you will be charged as a Private patient as described above. This includes children and pensioners.

Home visits

Home visits will be charged an out of pocket (gap) above the Medicare rebate.

Scripts / Referrals

We encourage our patients to make an appointment for a prescription or referral. We understand this is occasionally not possible and repeat scripts and referrals may be requested through reception over the phone. We require 24 hours notice for these requests to allow time for the Doctor to complete it, and there is a $15 for all patients. If your request requires a consultation, reception will let you know.

Non attendance fees

Due to the high demand of appointments, we have a fee for repetitive non-attendance or late cancellation of appointments. This is to encourage diligence in canceling appointments you no longer require.

Transfer of Notes fee

Should you need to have us transfer your notes to another surgery, there will be an administration fee charge of $35.oo per patient file.