

Our Billing Explained

We are a billing medical facility and appreciate full payment of fees on the day of consultation. We use Medicare online so the Medicare rebate should be immediately refunded to your bank account.

FAQ

1. What is bulk billing?

Bulk billing means that the doctor is paid directly by Medicare, on behalf of the patient. This means that the amount paid for each medical service is the amount set by the Australian Government. Please note that some consultations and services are not covered at all by Medicare and need to be paid for privately.

2. Do you bulk bill?

Each doctor decides their own fees but some services are always bulk billed. However do not assume that because you were previously bulk billed by a doctor that any future visits will always be bulk billed. This is at the discretion of the doctor.

3. Why don't you bulk bill everything?

The amount set by the Government for a consultation is insufficient to cover the costs of providing a high quality medical service.

We do understand that some patients may be unable to pay the full fee and our doctors have the discretion to reduce fees when there is a bona fide financial need. You will need to discuss this with your doctor at the commencement of your consultation. Pension and Health Care Card holders are also asked to please let their doctor know that they have a card.

4. Why would I choose to pay a private fee rather than go to a bulk billing clinic?

Bulk billing clinics often need to see more patients in an hour, and require patients to come back for additional consultations and may not be able to spend as much time addressing your true medical needs.

At the Woolcock Institute of Medical Research we value your time and aim to keep waiting times to a minimum, we offer prompt appointments and our excellent staff and service philosophy ensure your experience is as pleasant as possible.

5. Why are cancellation fees charged?

Your doctor is committed to providing all of their patients with exceptional care. When a patient cancels without giving notice, they prevent another patient from being seen.

Therefore, your doctor requires a 48 hour cancellation notice for any appointment changes that may occur. A charge of up to \$200 will apply for non-notification.

To help you keep track of your appointment, you will be contacted 2 days prior to your appointment and asked to confirm your intention to attend.

Please call 9114 0000 by 5pm on the day you receive the confirmation message to notify us of any need for changes or cancellations.

Fees

We are a billing clinic, meaning all consultations are time-based and attract a fee. Fees are payable at the time of consultation by cash, credit card or EFTPOS.

Our doctors charge fees that reflect the time taken and degree of complexity in each consultation.

Our practice is equipped with Medicare online. This facility allows the reception staff to directly lodge your receipt for Medicare refunds, saving time for patients. Please ask our reception staff for any information regarding these rebate options, as well as private fees prior to your consultation with your doctor.