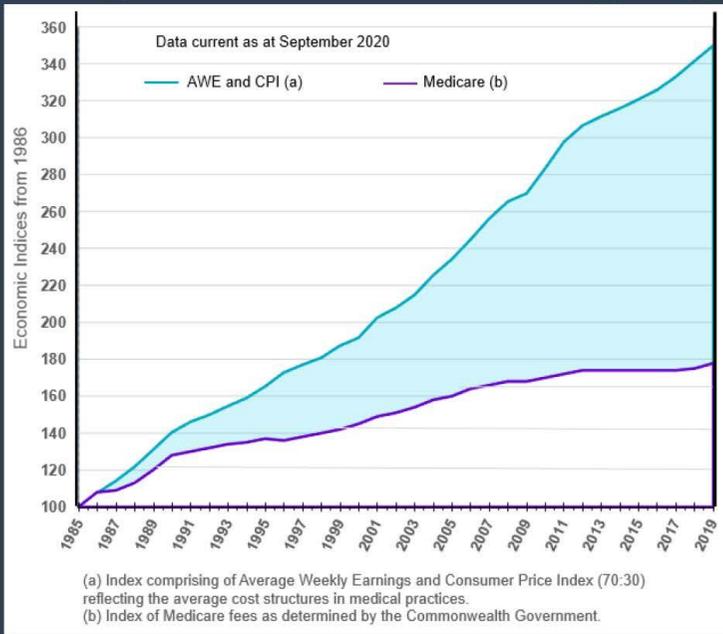


Why is there a gap?



Government's indexation of Medicare rebates has never kept pace with the rising cost of medical practice. On average AWE and CPI increase by 3% per year. Practice costs rise by a similar amount.

Medicare rebates only increased between 1.2% to 2.5% from 1995 to 2012 – noting that all pathology and most diagnostic imaging services received no indexation during this period.

From 2012-2017 all MBS rebates were frozen with no indexation. Indexation only recommenced in 2017, when GP bulk-billing incentives were indexed at 1.4% and then in 2018 with GP standard attendances and specialist consultations indexed at 1.5%.

This is why your Medicare rebate is worth less every year.

Concerned? Talk to your local Federal MP.



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BOOKING AND APPOINTMENT TYPES

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We are continuously striving to ensure we are offering the best experience possible for our patients. By offering a range of different appointment types, we aim to improve access and quality of care, while keeping out of pocket expenses to a minimum. We want you to be seen promptly for an acute issue, and we want to plan ahead for your long-term issues to avoid multiple appointments or phone calls for predictable ongoing scripts, referrals and so forth.

PROBLEM LISTS REDUCE QUALITY OF CARE

“While I’ve got you...” “The other thing is...” “Can you just check my... skin/ears/blood pressure/joint...”

Many people feel the need to write down or memorise a list of issues. This is usually counter-productive and leads to **reduced quality of care**. Please let our Reception staff know at the time of booking if you have multiple issues and they will assist in choosing the appropriate appointment type.

BRIEF and URGENT APPOINTMENTS (ON THE DAY)

(up to 10 mins)

Always call 000 in an emergency such as chest pains, breathing difficulties, other severe pains etc

These are allocated up to 10 minutes and intended to deal with 1 urgent issue. Our Health Care Team will help decide if this is appropriate for you.

To help meet the high demand, you may be offered an appointment with a different GP if appropriate. Rest assured this GP has full access to your records and will ensure any relevant handover and follow up with your usual GP is arranged.

TELEHEALTH (PHONE OR VIDEO CALL) APPOINTMENTS (up to 8 minutes)

Bulk Billed

These are only available for brief and simple issues, after triage by our Reception or Nursing staff, or as requested by your GP.

STANDARD APPOINTMENTS

(up to 20 mins)

These are traditional ‘normal’ appointments. As a guide we can deal with 2-3 simple issues or 1 complicated issue in these appointments. Even if a specific / standard appointment is booked, increased fees will apply if the duration is over 15 minutes

EXTENDED APPOINTMENTS

(20-40 mins)

These will be made by your GP as required.

CARE PLANS – ANNUAL AND REVIEW (2-4 visits per year)

15-45 mins with Nurse, 15-30 mins GP

Bulk Billed

Many of our patients are already on a ‘Care Plan’. These are structured, planned appointments every 3-6 months, for your existing problems such as heart disease, lung disease, kidney and liver disease, diabetes, arthritis, and many other issues. This includes arranging scripts, referrals, blood tests, scans or anything that might be due in the following 3-6 months. By planning ahead and using a team approach which includes our Practice Nurses and Allied Health colleagues, we can better meet the recommended ‘gold standard’ management of these conditions.

Medicare specifically prohibits claiming for any other issues during these consultations, so please let Reception know if you need another appointment when booking.

HEALTH ASSESSMENTS

Bulk Billed

Health Assessments utilise our excellent Nurses to perform a Health Screening for various eligible groups. Early detection and maintenance are more effective than late detection. A bit like your car service.

We offer these annually as part of our Driver’s License Assessment for all over 75’s and for those who identify as Aboriginal or Torres Strait Islander.

As for Care Planning, they are not intended to manage new or existing conditions, so please let Reception know if you need another appointment when booking.

PROBLEMS AND FEEDBACK

Triage and time management are significant challenges in General Practice. As hard as we try, we might get it wrong or be unable to accommodate your request. We appreciate the feedback as we are always reviewing our processes to improve our quality and efficiency. Please ask to speak to our Senior Receptionist or Practice Manager.

Please always keep in mind the demand on our Administrative staff. It is a difficult and busy job. There is never any reason to be rude or aggressive to our staff and we have a zero-tolerance policy on this.

TRANSFER OF RECORDS

We understand some people might prefer a different style of practice, and while we strive to balance a high demand with quality medical practice, we cannot please everyone. If you wish to find a new practice, we have a policy of full record transfer, within a few days and usually without charge. As per Privacy Law requirements, you simply sign a request at your new Practice who will contact us for the records. There is a small administration fee as per our current Fee Schedule.