**Admin Process – Informing Patients of Out-of-Pocket Costs**

**1. Purpose**

To ensure patients are fully informed of any out-of-pocket expenses before receiving medical treatment, procedures, or referred services, enabling them to make an informed decision.

**2. When to Inform Patients**

Admin staff must advise patients about potential costs:

• For healthcare provided at our practice (consultations, treatments, procedures).

• For referred services (specialists, imaging, pathology, allied health).

• Even if the exact cost is unknown, it must be communicated that an out-of-pocket cost may apply.

This includes costs such as:

• Home or other visits

• Telephone or electronic communications

• Missed or late appointment fees

• Medications

• Brief, standard, and long consultations

**3. Step-by-Step Process**

Step 1 – Identify the Service or Referral: When booking an appointment or processing a referral, check if the service: Is billed privately. May incur an out-of-pocket fee.

Step 2 – Inform the Patient: Use clear, plain language. If referring, say: 'There may be an out-of-pocket cost for this service. I recommend contacting the provider directly for exact fees.' For in-practice services, refer to our billing policy and provide details of the cost if known.

Step 3 – Offer Alternatives if Cost is a Barrier: If the patient expresses concern about cost, advise the practitioner so they can discuss: Referral to public services. Bulk-billing providers where available.

Step 4 – Document the Discussion: Note in the patient’s record: That cost information was provided. Any alternative options discussed.

Step 5 – Provide Supporting Information: Offer a list of local service providers for common referrals (with contact details so patients can confirm fees). Direct patients to our website or printed billing policy if available.

**4. Communication Tips**

• Always check if the patient understands the information.

• Consider any communication needs (e.g., interpreter, plain English, visual aids).

• Be consistent — all patients should receive the same level of information.

**5. Quality Improvement**

• Keep an updated list of local referral providers and their general cost structure.

• Review billing policy regularly to ensure accuracy.

• Ensure reception and admin staff are trained to explain costs clearly.

**6. Fee Schedule Examples (For Reference)**

**Gynaecologist Fee Schedule – Dr. Rebecca Mackenzie-Proctor**

|  |  |  |  |
| --- | --- | --- | --- |
| Description | Item Number | Fee | Medicare Rebate |
| Initial Consult - In Person | 104 | $365.00 | $86.15 |
| Initial Consult - Zoom | 91822 | $365.00 | $86.15 |
| Review Consult - In Person | 105 | $220.00 | $43.35 |
| Review Consult - Zoom | 91823 | $220.00 | $43.35 |
| Review Consult - Telehealth | 91833 | $220.00 | $43.35 |

**Allied Health Services & Charges**

|  |  |
| --- | --- |
| Health104 Practitioner's Services & charge |  |
| Practitioner  | Service & Charge  |
| Cecilia Tankey- Psychotherapist | Individual Therapy-$230 (60Mins) |
|  | Couples Counselling -$420 (90Mins) |
| Elvan (Elle) Kose - Holistic Kinesiologist | Initial Consult -$160 (90Mins) |
|  | Follow up -$120 (60Mins) |
| Isabella Panettieri - Naturopath | Initial Consult - $220 (90 min) |
|  | First Review (2nd Consult)- $125 (45 min) |
|  | Return Consult (3rd Onwards)- $110 (30 min) |
|  | Functional Pathology Interpretation - $150 (20 min) |
| Dr. Michael Powderly - Chiropractor & Kinesiologist  | Chiropractic New Patient - $125 (30Mins) |
|  | Chiropractic 2nd Consult - $125 (15Mins) |
|  | Chiropractic Adjustment - $85 (15Mins) |
|  | Chiropractic Concession - $75 (15Mins) |
|  Dr. Rami Dawood - Lifestyle Medicine Physician | Initial- $300 (60Mins) |
|  | Extended Intial- $500 (120Mins) |
|  | Follow up-$150 (30Mins) |
|  | Physical Assessment-$150 (30-60Mins) |
|  Sonja Armstrong - Clinical Nutritionist | Intial -$200 -Remote services(60Mins) |
|  | Follow up- $170-Remote services (30Mins) |
| Dr. Sue Xiang - Acupuncturist/Chinese Medicine | Intial- $90 (60Mins) |
|  | Follow up- $130 (30Mins)  |
|  | Intial Consult + Accupuncture- $150 |
|  | Intial Consult + Accupuncture(Complex)- $180 |
|  | Intial Consult + Cupping/Moxa- $105.00 |
|  | Intial Consult + Cupping + Accupuncture- $190 |
|  | Followup Accupuncture Complex- $150 |
|  | Follow up Consult + Accupuncture-150 |
|  | Followup Accupuncture+Cupping/moxa-$170 |
|  | Follow up therapeutic Cupping/Moxa-$70 |
| Thermal Imaging | Full Body scan-$399 (60Mins) |
|  | Half Body Scan-$299(60Mins) |
|  | Breast Scan-$249 (60Mins) |
|  | Deposit-$100 |
| Alternative Medicine Practitioners | Intial-$220 (30Mins) |
|  | Review -$110 (15-30Mins) |
|  | Concession-$99 |
| IV INFUSION  | Doctors Script -$65 (15Mins) |
|  | Vitamins Infusion (Procedure)-$300-$500 (90Mins) |
| Physiotherapy | Intial-$130 (45Mins) |
|  | Review -$100 (30Mins) |
| Neuro Training  | Intial -$180(75Mins) |
|  | Follow Up- $180(60Mins) |

**Practice Fees – Dr. Yuri Raymon**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Service | Duration | Billable Item | Fee | Rebate | Out of Pocket Cost |
| Standard Consultation | Up to 15 mins | 23 | $104 | $43.90 | $60.10 |
| Long Consultation | Up to 30 mins | 36 | $200 | $84.90 | $115.10 |
| Complex Consultation | Up to 40 mins | 44 | $264 | $125.10 | $138.90 |
| Telehealth Consultation | Up to 15 mins | 91891 | $104 | $43.90 | $60.10 |
| After Hour Standard Consultation | Up to 15 mins | 5020 | $130 | $57.15 | $72.85 |
| After Hour Long Consultation | Up to 30 mins | 5040 | $216 | $98 | $118 |
| After Hour Complex Consultation | Up to 40 mins | 5060 | $309 | $137.40 | $177.60 |

Clinical Private Charges (if required)

|  |  |
| --- | --- |
| Service | Fee |
| Wound Dressing | $20 |
| Private Flu Vax | $20 |
| DNA | $50 |
| Immunisation Upload | $50 |

Procedure Private Charges (Requires Initial Consult before Procedure)

|  |  |
| --- | --- |
| Service | Fee |
| Ear Syringe | $30 |
| Implanon Insertion/Removal | $50 |
| Implanon Replacement | $80 |
| Biopsy/Minor Procedure | $50 |
| Toenail/Resection | $250 |
| Mirena Removal /Replacement | $50/$100 |
| Iron Infusion | $220 |

Medical Report Private Fees

|  |  |
| --- | --- |
| Service | Fee |
| Taxi Medical Assessment | $150 |
| Boxing Medical Assessment | $250 |
| Pre-Employment Medical Assessment | $350 |
| Police Employment Medical Assessment | $350 |