

Changes to our billing structure

The costs involved with running a medical practice are forever increasing and we have reached a point where a fee introduction is called for. Therefore, from 1st January 2023, SIA Medical Centre Burwood will become a Mixed Billing Practice.

The introduction of Mixed Billing means we will have both private billing and bulk billing options at our clinic. We have done our best to keep costs as low as possible so we can continue to provide accessible care for our valued patients.

Patients are required to pay for the consultation in full on the day of your consultation, and for convenience, your Medicare rebate will be processed immediately back into 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.

2. What is Mixed Billing?

Mixed billing is a fee set by the practice to bridge the gap between what the government subsidies and the costs of delivering care.

3. Why are we no longer bulk billing?

The Government sets the amount through the MBS for item numbers for doctors consultation. The amount approved for a consultation by the government is insufficient to cover the costs of providing a high-quality medical service to you and therefore, we have had to move towards a mixed billing model.

4. Who is eligible for Bulk Billing?

Bulk Billing is available to the following patient groups for general consultation types:

- Children under 16 years of age
- Healthcare Card Holders
- Pension Card Holders (over age of 65yo)
- DVA Card Holders

Government funded vaccines, Health Assessments, Diabetes Reviews & Care Plans will continue to remain Bulk-Billed for all patients.

Please note:

You must hold a valid Medicare Card at the time of your appointment to be Bulk Billed.

You must also present a valid and up to date concession card at the time of your appointment.

There may be some out-of-pocket fees for additional services/and or procedures. Please check with reception at the time of booking.

5. Failure to attend appointment:

Failure to attend an appointment without 24 hours notice will result in a fee, this will need to be paid before your next appointment can be booked. Repeat offenders may be declined appointment opportunities in the future.

You may give notice by calling the practice on 03 8538 6111 or emailing us on burwoodreception@siamedical.com.au

6. How can I make my payment?

You can make your payment via Eftpos or Credit Card (excluding American Express).

7. Telehealth Appointments:

Telehealth Consultations (available only to patients who have previously attended the practice in the past 12 months). If you test positive for COVID and are in need of a Telehealth Appointment and have not been to the practice in the previous 12 months, then you will be charged a private fee for your consultation.

Medicare Cards: Must be valid at the time of the appointment, otherwise you will be fully privately billed.

We understand that it's a big change and we hope the above information makes it easier for you to transition with us.

Kind Regards,
SIA Medical Centre Burwood