Standard consultation / Standard Tele-health consultation of 15 minutes.

\*Please note the Gap is what the patient is ‘out of pocket’ after the Medicare rebate.

(We recommend a standard consultation to discuss 1-2 concerns)

* Standard weekdays before 5pm gap = $65.00
* After hours, after 5pm and before 1pm on Saturdays gap = $85.00
* Saturdays After 1:00pm & Public Holidays Gap = $95.00
* Please note tele-health consultations are not available on Saturdays.

## Double consultation of 30 minutes.

* Weekdays before 5pm gap = $85.00
* Afterhours from 5pm weekdays or after 1pm on Saturdays gap = $ 95.00
* Please note double consultations are not available via Tele-health appointments.

## Aged/pension card holder standard consultation/ telehealth of 15 minutes.

* Standard weekdays before 5pm gap = $57.00
* Afterhours from 5pm weekdays or Saturdays before 1pm gap = $67.00

## New Patients and Cancellation fees

* Payment pre-authorisation of $108.90 is required when booking your first appointment online via HotDoc.
* You will only be charged after your consultation, based on duration and the Medicare item specifics. If your appointment is via Tele-health, then your nominated bank card will be charged, and the Medicare claim will be sent on your behalf.
* Failure to supply payment details within 90 minutes will result in the appointment being automatically cancelled.
* Appointment times are limited, we understand that life happens, and you may need to cancel your appointment, we respectfully request 1hrs notice. This gives us the chance to offer your appointment to another patient in need.
* Missed appointments, or appointments cancelled without 1hr notice, incur a fee of $55 via the pre-authorised payment method.

## Telehealth Consultations

* Duration of Telehealth appointments is 15 minutes and are considered the same as an “in person” consultation therefore incur the same fees.
* NOT available to new patients.
* NOT available on Saturdays or Public Holidays.
* NOT available for Mental Health Careplans.
* Payment pre-authorisation required for all patients when booking your appointment online.
* Failure to supply payment details within 90 minutes will result in the appointment automatically being cancelled.
* The finalised fee will be processed online via HotDoc after your consultation, based on duration and the Medicare Item specifics.
* To be eligible for a Medicare Rebate, you must have had an ‘in-clinic’ consult with a GP from our clinic within the last 12 months.
* We will process the Medicare rebate on your behalf if your nominated bank details are linked to your Medicare account.
* Higher fees apply after 5pm on weekdays, weekends and Public Holidays.

## Claiming your Medicare Rebate

* Full payment is made by credit card or EFTPOS at the time of consultation.
* You can receive an instant Medicare refund if you use a DEBIT/EFTPOS card after the initial payment. We recommend using a physical debit card as sometimes apple pay does not work.
* The Medicare rebate is refunded instantly into your bank account, and there is no need to visit a Medicare office to claim the Medicare rebate.
* Telehealth consultation Medicare rebates are refunded into your nominated bank account usually on the next business day.

*Click on the*[*Medicare*](https://www.servicesaustralia.gov.au/individuals/subjects/how-claim-medicare-benefit/medicare-claims#a1)*link for more information*

## International visitors without a Medicare card are more than welcome

* Standard fees apply and are paid in full rather than a ‘gap’ payment.
* Receipts are provided to patients to enable self-claiming of any insurance benefit/private health.

## Additional Procedures

* Procedures such as suturing, IUD insertion and Iron Infusions are subject to additional fees.
* The Procedure fee may be in addition to a consultation fee.

## Quick Consults

Quick consults via HotDoc lets you request a repeat script, referral, medical certificate and pathology referral which are sent straight to your doctor’s inbox. Your request is assessed by your doctor who will approve or decline the request on clinical ground. Your request is sent to you directly. No need for an in-person consultation or Tele-health saving both paper and your time.

Quick Consults fee = $35.00 + HotDoc processing fee

* Available to existing patients who have attended the clinic within the last 12 months.
* To obtain a repeat prescription, you must have obtained this prescription from your doctor previously.
* Maximum duration for repeat scripts is 2 months (or 3 months for oral contraceptives).
* You may select more than one medication with each request.
* Repeat prescriptions for addictive medication including benzodiazepines, opiates and ADHD medication – are not provided using this service.
* This service not able to accommodate “authority” script requests that require separate communication to obtain government approval.
* Prescriptions for antibiotics are not provided using this service.
* Requests for repeat prescriptions may take up to 5 business days to be processed.

Please not that your request maybe rejected for a number of reasons. We recommend booking an appointment to see your GP instead you will receive an automatic refund within several business days. Quick Consults are not subject to Medicare rebates.