



# Fee Guide

## St John Urgent Care Joondalup

<b>Out of pocket cost*</b> <i>(after Medicare rebate)</i>	<b>Upfront fee*</b>	<b>Medicare rebate to patient</b>
<b>\$125.00</b>	\$167.85 - \$259.20 <i>(plus consumables)</i>	\$42.85 – \$134.20

\* PLEASE NOTE: the 'Out of pocket cost' and 'Upfront fee' DOES NOT INCLUDE the cost of any required consumables, e.g., crutches, moonboot, wrist splint, etc. This will be in addition to the above listed fees.

The above fees are applicable to ALL Urgent Care patients, including children and concession card holders.

If a patient doesn't have Medicare, they will be required to pay the Upfront fee and will not receive any rebate from Medicare.

### **Billing example #1: (no consumables required – quick consult)**

Patient attends Urgent Care with a viral illness which comprises a 10-minute consult with the doctor and no consumables required.

Upfront fee to patient:           \$167.85           (Level B consultation)  
 Medicare rebate:                   -\$42.85  
**Out of pocket cost to patient:   \$125.00**

### **Billing example #2: (no consumables required – longer consult)**

Patient attends Urgent Care with a more complex issue / multiple issues which comprises a 21-minute consult with the doctor. No consumables are required.

Upfront fee to patient:           \$207.90           (Level C consultation)  
 Medicare rebate:                   -\$82.90  
**Out of pocket cost to patient:   \$125.00**



**Billing example #3: (consumables required – quick consult)**

Patient attends Urgent Care with a suspected limb injury which constitutes a 10-minute consult with the doctor and an x-ray. Orthotic / splint is required.

Upfront fee to patient:                    \$167.85                    (Level B consultation)

Medicare rebate:                         -\$42.85

Consumable\*:                              \$30.00

**Out of pocket cost to patient:    \$155.00**

*\*Fee will vary depending on specific consumable required*

**Billing example #4: (Ambulance to ED required)**

Patient attends Urgent Care where it is determined they require further care at the Emergency Department (ED). An ambulance is called and the patient is transported to the nearest ED.

**Upfront fee to patient:**

Nil. Any presentation that results in the patient being transferred to hospital by ambulance is bulk billed to Medicare. *If the patient does not have Medicare, an upfront fee will apply as per the Fee Schedule\*.*

**Out of pocket cost to patient:**

Nil\*

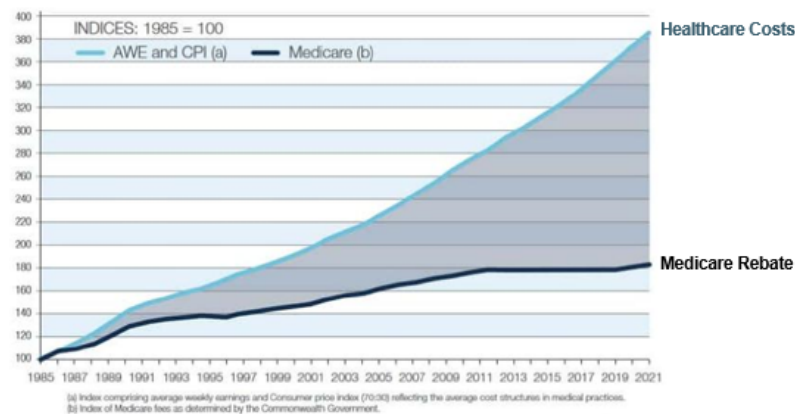
*\*This excludes any fee for Ambulance transfer to hospital. This service is operated by St John Ambulance which operates separately from St John Urgent Care. Any potential ambulance transfer fee will be invoiced by them directly.*

## Why don't we bulk bill?

Bulk billing is when a doctor accepts the Medicare rebate paid by the government as full payment for the service they have delivered.

When the government first introduced Medicare in 1985 the rebate was 85% of the Australian Medical Association (AMA) recommended fee. However successive governments have failed to increase the Medicare rebate in line with inflation, and now the rebate amount is less than half of what the AMA recommended appointment fee is (which has increased yearly in line with inflation). So, when patients are bulk billed, the medical centre receives only \$41.20, instead of our standard fee of \$80.00 - \$90.00 (in line with the recommended AMA schedule).

The graph below reflects the rising 'cost of healthcare' compared to 'Medicare rebate' since 1985.



The fees generated from patient appointments have to cover all the expenses of running a medical centre, including wages of reception, administration and cleaning staff, building lease, electricity, phones, computer and software fees, insurance etc, all of which have been increasing with inflation. As the gap between rebate increases and cost increase widens, it has become more difficult to maintain a viable business by bulk billing all patients.

### How do other clinics manage to bulk bill all patients?

Some practices may offer shorter appointments, spend less time with patients and increase the number of appointments per hour. The Medicare rebate is the same whether a patient spends six minutes or 15 minutes with the doctor.

Our aim at St John Urgent Care is to provide high-quality, individualised patient-centred care that puts our patients first, making them feel supported and respected.



If you have any questions about our fees, please do not hesitate to contact any of our friendly reception staff. We thank you for your continued support.