

# GENERAL PRACTICE FEE GUIDE

## Joondalup

Prices correct as of 1 July 2025. Fees are subject to change without notice.

STANDARD WEEKDAY CONSULTATION FEES				
Appointment type	Consultation length	Consultation fee*	Medicare rebate	Out of pocket cost (after Medicare rebate)
IN PERSON				
Standard consultation	Up to 20 minutes	\$93.90	\$43.90	<b>\$50.00</b>
Long consultation	20 to 40 minutes	\$144.90	\$84.90	<b>\$60.00</b>
Extended consultation	Over 40 minutes	\$195.10	\$125.10	<b>\$70.00</b>
TELEHEALTH				
Short consultation	Under 6 minutes	\$65.05	\$20.05	<b>\$45.00</b>
Standard consultation	6 to 20 minutes	\$93.90	\$43.90	<b>\$50.00</b>

*\*The full consultation fee is required to be paid at the time of the consult. The Medicare rebate amount will be deposited into the patient's account directly from Medicare.*

### CHILDREN, PENSIONERS AND HEALTHCARE CARD HOLDERS

On weekdays between 10am and 1.45pm, most doctors will bulk bill children under 12, pensioners 65 years and over and healthcare card holders. Please confirm with reception when booking your appointment.

### WEEKENDS AND PUBLIC HOLIDAYS

Weekend and public holiday consultations will incur a surcharge.

### PAYMENT

In some instances, payment is required before your consultation, and you will receive an SMS from Hot Doc to securely enter your credit card details and authorise payment before your booking is confirmed.

Every visit is a consult, and payment is required on the same day and can be made via cash, EFTPOS or credit card (excluding Amex and Diners Club).

Some services are not covered by Medicare and will be privately billed e.g. pre-employment medicals, certain driving medicals, diving medicals, overseas immunisation documentation and immigration paperwork.

All workers compensation and motor vehicle claims will need to be paid privately on the same day unless an acceptance letter with a claim number from the insurance company is provided. If a claim is not accepted, St John General Practice will not provide a refund or reimbursement.

If you have any difficulty paying our fees, please discuss with our reception staff before your consultation.

### OUT OF POCKET COSTS FOR OTHER SERVICES

Extra costs may be incurred for consumables and other services such as skin checks, procedures, iron infusions, workers compensation and private and commercial driver's licenses. Please discuss with our reception staff before booking an appointment.



## SCRIPTS

As per our practice policy, repeat prescriptions can only be issued following a consultation with your GP; you may be able to do this via a telehealth appointment. Some doctors may also provide electronic repeat prescriptions via the Hot Doc booking platform however this is for regular patients only.

## CANCELLATION POLICY

Please provide at least one hours' notice to cancel an appointment. This will allow us to fill your cancelled timeslot and provide care to another patient.

A non-attendance fee will be charged for missed appointments or appointments that are cancelled with insufficient notice. Any fee incurred isn't claimable on Medicare and must be paid prior to further appointments with St John General Practice.

## FAQS

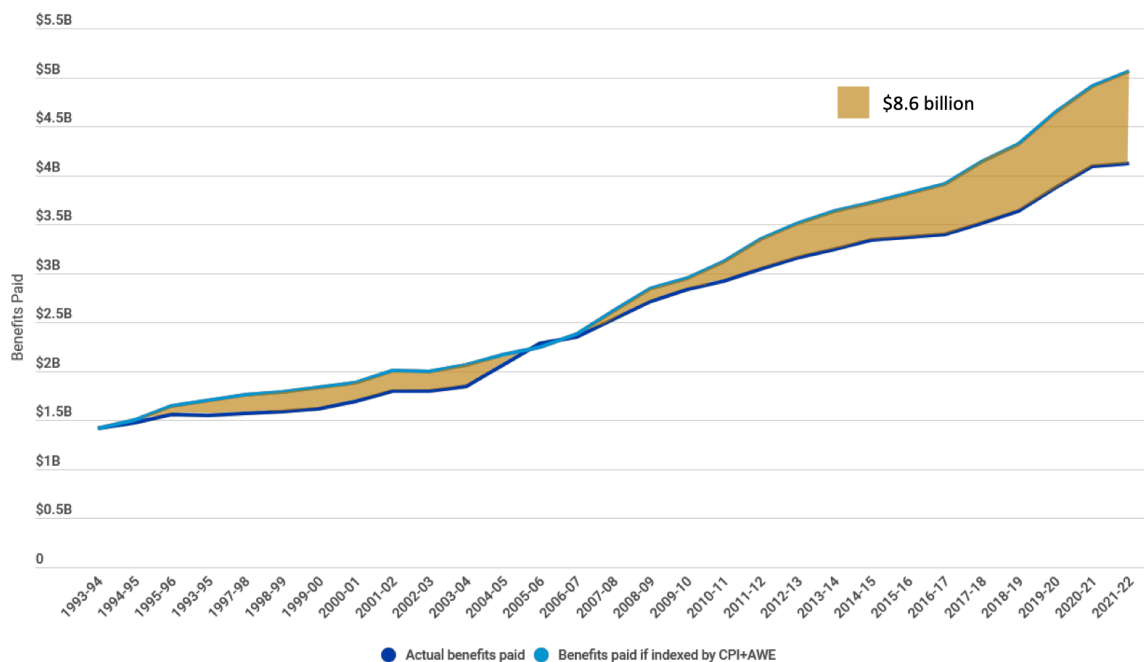
### Why don't you bulk bill?

Bulk billing is when the doctor accepts the Medicare rebate paid by the government as full payment for the medical service provided.

Unfortunately, the Medicare rebate hasn't kept up with inflation making it increasingly difficult to cover the costs of providing a high quality medical service and has strained the viability of St John General Practice offering bulk billing to all our patients.

The graph below illustrates how the cost of healthcare has steadily risen while the Medicare rebate has lagged.

Figure 2: Medicare rebate for the Level B consultation item, 1993–94 to 2021–22<sup>15</sup>



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

Some clinics manage to bulk bill all patients by offering shorter consultations and increasing the number of consultations per hour. This is possible because the Medicare rebate remains the same regardless of whether a consultation lasts six minutes or 15 minutes.

At St John General Practice, our focus is providing high quality, patient centred care. We prioritise time with each patient to ensure they feel heard, supported and respected. This commitment to comprehensive, compassionate care is reflected in the way we structure our consults even if it means we can't bulk bill all patients.