URGENT CARE FEE GUIDE

Prices correct as of 12 October 2026. Fees subject to change without notice.

Fees apply to all patients including children and concession card holders. If you do not have Medicare, you will be required to pay the upfront fee and will not receive any rebate.

DAY TYPE	UPFRONT FEE*	MEDICARE REBATE	OUT OF POCKET COST* *(after Medicare rebate)*
Monday - Friday	$210.05 - $305.95	$45.05 - $140.95	**$165.00**
Saturday – Sunday	$230.05 - $325.95	$45.05 - $140.95	**$185.00**
Public holidays	$258.65 - $340.95	$58.65 - $140.95	**$200.00**
Review clinic	Upfront fees and Medicare rebates vary depending on service provided. Excludes workers compensation injuries.		**$30.00**

**Fees DO NOT INCLUDE the cost of any required consumables e.g. medication, crutches, moonboot, splints. Cost of consumables vary.*

BILLING EXAMPLES

Example #1 – Standard consult, no consumables required (Monday – Friday).

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

Upfront fee to patient: $210.05
Medicare rebate: $45.05
Out of pocket cost to patient: $165.00

Example #2 – Longer consult, no consumables required (Monday – Friday).

Patient attends Urgent Care with a more complex issue / multiple issues which comprises of a 21 minute consult with the doctor and no consumables required.

Upfront fee to patient: $252.10
Medicare rebate: $87.10
Out of pocket cost to patient: $165.00

Example #3 – Standard consult and consumables required (Public holiday).

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

Upfront fee to patient: $258.65
Medicare rebate: $58.65
Consumable*: $30.00
Out of pocket cost to patient: $230.00

Example #4 – Standard consult and referral to Emergency Department required (Monday – Friday).

Patient attends Urgent Care where it is determined they require further care at the Emergency Department (ED).

Upfront fee to patient: $95.05
Medicare rebate: $45.05
Out of pocket cost to patient: $50.00

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

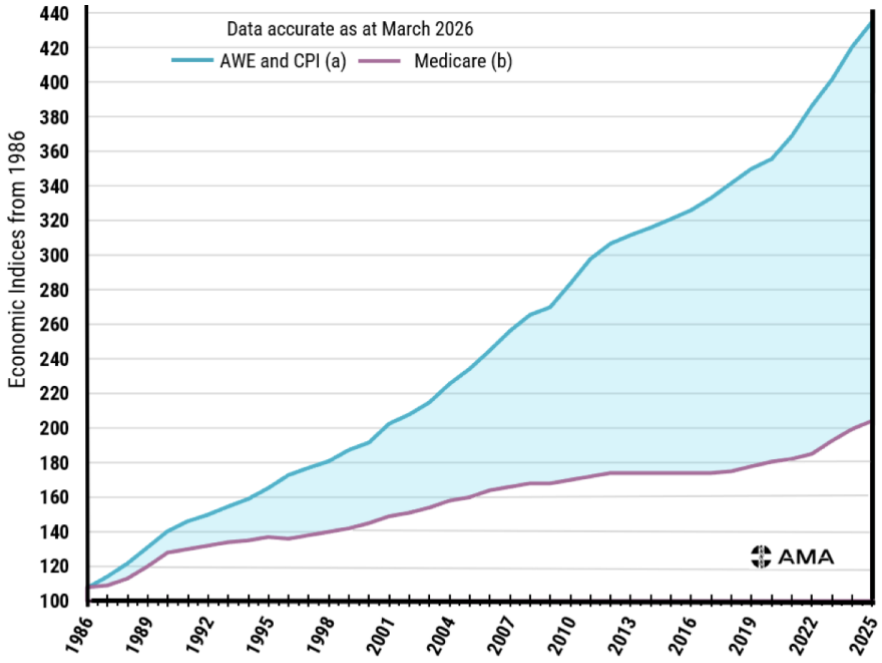
FAQS

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 Urgent Care offering bulk billing to our patients.

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



(a) Index comprising of Average Weekly Earnings and Consumer Price Index (70:30) reflecting the average cost structures in medical practices.
(b) Index of Medicare fees as determined by the Commonwealth Government.

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 Urgent Care, 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.

What does the upfront fee include?

The upfront fee covers your consultation and basic consumables (e.g. dressings, stitches, glue). Additional fees apply for specific treatments or equipment such as crutches or splints.

Why is there a different fee on weekends and public holidays?

Consultations on weekends and public holidays incur a higher fee due to increased operational costs during these periods including higher staff wages.