

Patient information

Billing

We are a mixed billing practice

What does this mean? We have fees for our services and a Medicare rebate can offset almost half of the fee. As a family owned business this is a requirement to be sustainable. You will be required to pay the full fee unless you meet the criteria for a discounted or bulk billing fee.

Private Billing (no Medicare rebate)

If you do not have a Medicare card, we are still able to bill you privately (no Medicare rebate) for a fee. We can also do the same shall you not meet Government requirements for a Telehealth consultation. To be eligible for a Telehealth consultation, you must present to the clinic once every 12 months.

Discounted fees

Valid Concession card holders are able to receive your service at a discounted rate. These include Health Care Cards and non-aged Pension Card holders.

Bulk Billing

We do offer bulk-billing to a select group of patients. These include;

- Patients under 16 years of age
- Patients 75 years or older
- Veteran Affairs GOLD card holders

All procedures and diagnostic tests are bulk-billed

A schedule of our billing can be found here (pdf to be provided)

Appointments

Making an appointment

Call 000 in the case of an emergency

1. Book online [here](#)
2. Call 07 4056 3600

Please consult the billing page to understand our billing. We are a mixed billing practice and only bulk bill under limited criteria.

Book at your earliest convenience to obtain your Doctor of choice. To help keep the Doctor on time, consider your request thoughtfully. Is it a simple request the Doctor can reasonably assess in up to 15 minutes? Or will more time be required as you may have multiple concerns, procedure required, complex health concern, mental health consultation. If in doubt, please call our receptionist for guidance.

Waiting times

The Doctors always try to run on time but sometimes patients present with multiple concerns and a short appointment is booked or there is a medical emergency or a patient is seriously ill. Please be patient as the Doctor is doing their very best.

New patient registration

The Doctor can be greatly assisted if you your file from a previous clinic. If you don't have it, please contact reception who can obtain this for you.

You can complete the patient registration process in the waiting room prior to your appointment or fill in our new patient registration form online (DS to provide hyperlink – almost live, not quite).

After hours

Contact 000 in the case of an emergency.

If you don't believe your concern can wait until opening hours, we do provide a Doctor after hours. Please contact 07 4056 3600 after hours to be transferred to the on-call Doctor.