Dr Cheryl Chan Billing & fee policy

From 2 November 2026

DVA patients please speak with our admin team to discuss consultation fees

Doctors practicing at Ochre are independent practitioners and they bill privately. This means patients will be charged a fee that is higher than the Medicare rebate for their consultation, in other words the Medicare rebate patients receive after paying their bill will only cover part of the total cost. These billing arrangements apply to both face-to-face and telehealth (video and phone) consultations. Doctors may provide bulk-billing in certain circumstances if necessary.

	Consultation fee*	Medicare rebate	Out of pocket
Standard	$125.85	$45.05	$80.80
Long	$189.80	$87.10	$102.70
Prolonged	$240.55	$128.35	$112.20
Saturday	$159.35	$45.05	$114.30
(from 1pm)	$172.55	$58.65	$113.90
Sunday	$181.70	$58.65	$123.05
Public Holidays	$187.80	$58.65	$129.15

Fee payments including electronic transactions

Fees are payable at the time of your consultation.

We have systems in place for our friendly team to process your Medicare rebate on the spot.

Weekends & public holidays (no direct Medicare Billing available)

Fees for consultations on weekends and public holidays are charged at a higher fee, this includes pension card holders, DVA patients & children. Please refer to costs in the table above. Our admin team is happy to discuss these fees further with you.

Additional treatment room usage fees

Patients who need to visit our treatment room may be charged a fee for the services they receive in addition to their consultation fee. This fee covers the care provided by our nurses, including dressings, wound care and other procedures.

Results reviews and other services

Some services such as reviews of results or follow-up appointments may be billed at a discounted fee. Please discuss with your GP at the time of consultation. Other services like procedures, tests and vaccinations may incur additional costs. You will be informed of these in advance.

Worker compensation, insurance and occupational health

We do not bill WorkCover directly. Payment is required on the day of consultation. We will bill you normally and you can seek reimbursement from your employer or WorkCover insurance.

Cancellation policy

If you are unable to attend your appointment, please contact us to reschedule or cancel. We require 2 hours notice for cancellations. A fee of may be charged for repeated cancellations at short notice or non-attendance. This fee will be dependent on time, complexity and if on a weekend/public holiday.
Please note that this fee is not eligible for the Medicare rebate.

Your next booking

Book your next appointment online at ochrehealth.com.au
or download our free Ochre Health App to book, add to calendar, check in and get reminders and updates.

Ochre MEDICAL CENTRE
Tuggeranong Square