Billing policy & fee information

From 2 November 2026

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	$119.00	$45.05	$73.95
Long	$215.50	$87.10	$128.40
Prolonged	$297.50	$128.35	$169.15

Saturday Consultations - an additional $10 is applied to all consultation fees

Mental Health	Consultation fee*	Medicare rebate	Out of pocket
Care plan standard	$215.50	$108.95	$106.55
Care plan complex	$297.50	$160.50	$137.00
Review/follow up standard	$119.00	$45.05	$73.95
Prolonged	$215.50	$87.10	$128.40

* These fees include a $8.00 regulatory and compliance component to cover additional costs imposed on us in NSW that is not a Medicare item and therefore not rebateable. Please talk to our team if you would like more details.

Fee payments

Fees are payable at the time of your consultation. Unfortunately, the Medicare system does not make it easy for you to only pay the gap fee. Therefore, you will need to pay the full fee amount at the time of consultation and we will then process your rebate through Medicare – this can be refunded immediately onto a debit card or sent to Medicare who will then deposit your rebate into the bank account you have nominated with them (usually takes 24-48 hours).

Weekends, public holidays and after hours services

Fees may vary for consultations occurring on weekends and outside our normal business hours. These costs will be provided by our friendly reception team.

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 are generally privately billed (reduced fees may be offered at the doctor's discretion). 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 unless you have a letter accepting your claim that includes a claim number and billing information.If you do not have such a letter, we will bill you as normal and you will need to seek reimbursement from your employer or WorkCover.

Cancellation policy

If you are unable to attend your appointment, please contact us to reschedule or cancel. We require at least 4 business hours notice and the missed appointment fee is equal to $50 for standard appointment and $100 for a long appointment. 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 Kotara

V2.0