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.

Travel Clinic	Consultation fee*	Medicare rebate	Out of pocket
New Patient and/or Patients travelling to South America or Africa (allow 45 minutes)	$360.00	$128.35	$231.65
All other patients (allow 30 minutes)	$255.00	$87.10	167.90
Couples or Families (1-2 adults + children) can be booked as a group (allow 1-2 hours depending on complexity)	Varies	Varies	Varies
Follow-Up (Standard)	$132.00	$45.05	$86.95
Cost of Travel Vaccines	Varies	Varies	NA

* 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).

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.

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