

Billing policy & fee information

From 1 July 2024

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.

All patients will be charged the fees below except for Pensioner Concession Cardholders aged 65 and over, DVA Cardholders and children aged 5 and under who will all be bulk-billed.

Children aged 6 and over will be charged the discounted fees below or bulk-billed if parents or carers have a Commonwealth Health Care Card or Pensioner Concession Card. Childhood immunisations will be bulk-billed regardless of age.

Commonwealth Health Care Cardholders and Commonwealth Seniors Health Card holders will be charged the discounted fees below.

| | Consultation fee Weekdays | Discounted fee Weekdays | Consultation fee Saturdays | Medicare rebate |
|----------------------------------|------------------------------|----------------------------|-------------------------------|--------------------|
| Standard | \$95.00 | \$85.00 | \$105.00 | \$42.85 |
| Long (20-29min) | \$150.00 | \$140.00 | \$160.00 | \$82.90 |
| Long (30-39min) | \$180.00 | \$170.00 | \$190.00 | \$82.90 |
| Prolonged (40-59min) | \$240.00 | \$230.00 | \$250.00 | \$122.15 |
| Extended (Over 60mins) | \$315.00 | - | - | \$197.90 |

Fee payments

Fees are payable at the time of your consultation.

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

Additional treatment room usage and card payment 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.

We also pass on the transaction processing fee to patients who choose to pay by card at the level we are charged. This applies to credit cards, debit cards and EFTPOS, including payments made via electronic devices.

Results reviews and other services

Some services such as reviews of results or follow-up appointments may be bulk-billed. Other services like procedures, tests and vaccinations may incur additional costs. You will be informed of these in advance.

Cancellation policy

If you are unable to attend your scheduled appointment, please contact us to change your appointment time or cancel. We require 4 hours notice for cancellations of appointments. A fee may be charged for repeated cancellations at short notice or non-attendance of appointments. Please note that this fee is not eligible for a 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.

