



The Rowley Road Clinic

Fee Policy

May 2025

This policy outlines the fees associated with services provided by The Rowley Road Clinic to ensure transparency and understanding among our patients.

This policy applies to all patients receiving services from The Rowley Road Clinic.

Fee Structure

Available on the practice website, practice information sheet and at reception. Also available on request. All doctors are provided with an updated copy of clinic fees for their consulting room.

Payment Methods

Full payment is required on the day of service.

Payments can be made in person at the time of consultation with a debit or credit card. We do not accept cash.

Payment for video and telephone consultations can be made over the phone with a debit or credit card.

A 15% reduction in the fee will apply to all patients who hold a valid Pension or Concession Card.

Children 12 and under and patients aged 80 and over will be bulk billed to Medicare. Some services such as wound care, surgical or administrative services may still attract an out-of-pocket fee.

All services for DVA Gold Card holders and approved White Card Conditions will be bulk billed.

Insurance Claims

Patients are responsible for understanding their insurance coverage. The Rowley Road clinic requires payment on the day of consultation and a receipt will be issued for the patient to be reimbursed from their claim provider.

Some services such as pre-employment or life insurance reports are not covered by Medicare. Full payment will be required on the day of service.

Late Payment Fees

An account that remains unpaid for 5 business days will attract a non-payment fee of \$50, which is required to be paid before booking any future appointments. All future consultations will be subject to pre-payment.

Pre-Payment

Some appointments such as longer surgical procedures, or for a patient that has breached the clinic non-payment or non-attendance policy, will be subject to pre-payment for either the full amount of the service or a specified deposit amount. This fee is required to be paid 2 hours before the booked start time of the consultation to secure the booking. Patients will be sent a payment request via SMS where the fee can be paid electronically.

At times the service fee may increase during the consultation, depending on the service provided. The doctor will advise of any additional charge during the consultation, and will gain your consent to pay the difference before continuing. Any applicable Medicare rebates will be processed at the completion of the appointment once full payment has been received.

Policy Changes

The Rowley Road Clinic reserves the right to update and make adjustment to this policy as necessary. Patients will be notified of any significant changes. Please contact the Practice Manager admin@therowleyroadclinic.com for any further information