

FAQ - Payments

By attending this clinic, you acknowledge that you have read and accept our doctor's fees and terms, understand them, and are **prepared to pay on the day of your consult**.

Frankston Pain Management is a private billing practice and fees are payable at the time of consultation.

If you wish to discuss payment arrangements, please do this **before** coming for your first consultation. A letter/email will be sent to you confirming any agreements. Full payments of consultation fees are otherwise expected.

Medicare claims will be processed after payment has been taken. You should receive your benefits back from Medicare within 48 hours. Please ensure your current bank details are registered with Medicare.

Fee Penalties

- An admin fee of up to \$50 maybe charged on top of your consultation fee if they are not settled on the day.
- Cancellation of appointments without 48 hour notice (more than once) may incur a cancellation fee of up to \$50.

WorkCover and TAC patients

If you have a current Workers Compensation or Transport Accident Insurance Claim, please send a copy of the approval before attending our clinic. We do not bill WC/TAC directly for consultations. You will need to pay the fee on the day and then claim it back from your insurer.

There are exception cases that we will consider. If you wish to discuss with us your financial situation, please do this **before** coming for your first consultation. A letter/email will be sent to you confirming any agreed agreements. Full payments of consultation fees are otherwise expected.

Admission times for Treatment at Hospitals.

Please ensure you arrive at theatre or infusion centre at the given admission time.

It is important that you arrive on time so that hospital staff may go through the necessary steps with you. This is to ensure you receive the best medical care possible before treatment or procedure commences.

Fee Penalties

- If you fail to arrive on time and it causes unnecessary delays, a late admission fee of up to \$500 may be charged by the attending doctor.

Informed Financial Consent (IFC) & Injections/Infusion/Drug Pump refill done at the Clinic. (For Insured & Uninsured patients)

There are a number of pain relieving procedures which may be performed on the day, where appropriate, involving injections.

Injections are a separate fee to the doctor's consultation fee and the cost for the different types of injections are listed on the doctor's fee schedule which would have been given to you. Please refer to it for more details. If you do not have a copy of your doctor's fee schedule, please contact our office so that we may send you another copy.

If a procedure is booked for your next appointment, the estimated fee for that appointment will be given to you by our reception staff. The estimated quote (IFC) will need to be signed to confirm both your booking and that you are aware of the fees that will be charged at your next consult.

Not signing one may result in your appointment being given to another patient. It is important to follow up with our staff if you did not given one.

Injections/Infusion/Drug Pump refill done at the Clinic (For WorkCover and TAC patients)

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Injections are a separate fee to the doctor's consultation fee and the cost for the different types of injections are listed on the doctor's fee schedule which would have been given to you. Please refer to it for more details. If you do not have a copy of your doctor's fee schedule, please contact our office so that we may send you another copy.

We can request for an approval on your behalf and then book you in for injections once the approval is granted. Should you not have an approval for the proposed procedure, you will need to seek a reimbursement from your insurer. Out of Pockets payment will then apply.

Informed Financial Consent (IFC) for In-Hospital treatment & Out of Pocket Expenses (OOP)

An estimated quote (IFC) will be given to you after your consultation, or emailed to you within a few days. You will need to sign it.

Not signing one may result in your appointment being given to another patient. It is important to follow up with our staff if you did not given one.

Out of Pocket (OOP) Expenses must be paid within 3 days of receiving the IFC to confirm your treatment booking.

Some treatment procedures require prepayments of the full estimated fee – before you are booked in for the treatment. We will inform you when this applies and it will also be stated on the IFC.

Self-Payers will need to prepay the full estimated fee to confirm their treatment booking.

Changes and updates to Consultation Fees

Each year, fees are reviewed and they may increase. It is important to check with staff if there are any changes to fees between your previous and upcoming visit to the clinic.

Dr Taverner and his team work very hard to focus on giving you the best possible Medical Care. Please respect our work and effort with prompt payment of our fees.

This section must be signed and given back, together with your Patient Registration and Pain Questionnaires – before your appointment booking can be made.

I, _____ acknowledge that I have read this information page and understand Frankston Pain Management’s payment policy. I agree that I will be ready to settle on the day or before the specified date stated on my IFCs.

Signature _____
Date: _____