

## Medi7 Mooroolbark

Medi7 Medical Centres are a series of experienced general practices providing medical care to the local communities of Inner-City Melbourne, Inner East, and Eastern Suburbs of Melbourne.

We are fully accredited (AGPAL), offering up-to-date patient care in a relaxed environment. The highly trained GPs are supported by a team of friendly receptionists and experienced nurses who strive to provide punctual and easily accessible appointments that will address your needs and concerns to the highest standard.

The GPs at Medi7 Mooroolbark privately bill, which enables them to remain viable so they can continue to provide high-quality health care to the community.

**Services:** The GPs practising at our clinic offer a complete range of medical services including general consultations, immunisations, referrals, and more.

### Surgery Hours:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8.40am-9.00pm	8.00am-9.00pm	8.00am-9.00pm	8.40am-9.00pm	8.00am-9.00pm	9.00am-2.00pm	CLOSED

**Fee Policy:** The doctors at **Medi7 Mooroolbark** privately bill. Doctor consultation fees are payable in full at the time of consultation by cash, EFTPOS, or credit card. Consultation fees are charged depending on a number of factors, including length of consultation and complexity of services provided.

If you have a Medicare Card, Medicare will refund you a proportion of your appointment fee (Medicare rebate), and the remaining amount will be your out-of-pocket cost. Medicare rebates are available for most medical services and can be deposited into your savings or cheque account at the time of payment if you have a savings or cheque card with you. Alternatively, your Medicare rebate will be transmitted directly to Medicare, where the rebate will be reimbursed to your nominated bank.

Doctors bulk bill their patients with a valid Medicare Card who are Concession, Pension and Health Care cardholders, children 15 years of age and under, or applicable Health Assessments and Chronic Disease Management Plans (except after 6:00pm on weekdays and for all weekends/public holidays).

In addition to consultation fees, a materials fee will be charged for all dressings, materials used in procedures, contraceptives, and certain vaccines. The materials fee applies to all patients (excluding concession cardholders).

Administering vaccinations will be bulk billed for Medicare cardholders; however, patients will still incur the vaccine cost. Non-Medicare cardholders will be charged privately for their vaccination appointment.

Patients with financial difficulties should speak with reception staff prior to an appointment, either in person or via telephone.

## GP Consultation Fees as of 17 July 2023

### Fees:

Appointment type	Description	Fee	Medicare Rebate	Out of Pocket Cost
Brief Consultation	Attendance less than 5 mins	\$50.95	\$18.85	\$32.10
Standard Consultation	Attendance less than 20mins	\$73.30	\$41.20	\$32.10
Long Consultation	Attendance lasting at least 20mins	\$111.80	\$79.70	\$32.10
Extra Long consultation	40mins +	\$149.50	\$117.40	\$32.10
Telehealth consultation	Attendance less than 20mins	\$73.30	\$41.20	\$32.10

### After Hours Fees:

(Based on Medicare after hours: Weekdays - 8pm onwards, Saturday - 1pm onwards, Sundays and Public Holidays)

Brief Consultation	Attendance less than 5 mins	\$63.85	\$31.75	\$32.10
Standard Consultation	Attendance less than 20mins	\$85.75	\$53.65	\$32.10
Long Consultation	Attendance lasting at least 20mins	\$124.10	\$92.00	\$32.10
Extra Long consultation	40mins +	\$161.10	\$129.00	\$32.10
Telehealth consultation	Attendance less than 20mins	\$73.30	\$41.20	\$32.10

### Other Fees:

Workcover	Attendance less than 20mins	\$75.00	NA	\$75.00
Medicals	Various medical reports	Fees vary depending on requirements.		
Medicals	Driving medical for Taxi	\$117.70	NA	\$117.70
	Driving medical for Uber	\$94.16	NA	\$94.16
Implanon and IUD	Insertions/Removals	Private fees, please enquire within.		
Private Health & OSHC	We don't process any Private Health Insurance.	All Private Health Insurance policies must be paid in full and claimed by the patient. Fees vary according to policy cover.		

### Fee Policy:

- Doctors will bulk bill their patients with a valid Medicare Card who are Concession, Pension and Health Care cardholders, children 15 years of age and under, or applicable Health Assessments and Chronic Disease Management Plans (except after 6:00pm on weekdays and for all weekends/public holidays).
- Newborn babies who do not have a Medicare card will not be able to claim the Medicare Rebate.
- Your GP may charge additional fees for procedures which will be specified by the consulting doctor.
- File transfers incur a \$35.00 administrative fee.
- Patients with a current **Pension card, Health care card or Commonwealth Seniors card** must show their card to reception staff on arrival.

### Doctors:

- Dr Li Ping Zou: MBBS FRACGP
- Dr Dr Bee Fah Kok: MBBS FRACGP
- Dr Kim Le: MBBS FRACGP
- Dr Vahid Masoumi: MD, FRACGP
- Dr Keyvan Samimi: MD



**Appointments:** Please call us to request an appointment for doctor of your choice. Emergency patients are always given the highest priority. Both face to face appointments & telephone consultations are available.

**Longer Appointments:** Should you require a **longer appointment** i.e., for a medical check-up, medical report, Taxi Licence, Company Medical, Multiple problems, Surgical Procedures etc. please advise reception staff at time of making your appointment.

**Home Visits:** Home visits can, at the doctor's discretion, be arranged for regular patients living close to the clinic who are acutely ill, immobile, or elderly and have no means of transport. Home visits can only occur where it is deemed to be safe and reasonable – for both the patient and doctor.

**Patient Feedback:** We aim to deliver a high quality, caring, and family-friendly GP service to the community. We take feedback, complaints, and concerns very seriously. If you have any concerns or suggestions for improvement, please contact our practice in person, via phone or via our [enquiries form](#) on our website. Alternatively, speak with your treating doctor.

We believe problems are best dealt with through our practice and encourage you to contact us if you are concerned about any aspect of our service. We will aim to resolve them quickly and fairly.

We will strive to resolve your concerns, in accordance with our resolution procedure. However, if you would prefer, you can contact the Health and Community Services Complaints Commissioner in Victoria via <https://hcc.vic.gov.au/> or on 1300 582 113.

**Privacy:** We recognise that your privacy is very important to you and we are committed to protecting your personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) and in accordance with other applicable privacy laws. Please visit [www.bettermedical.com.au/privacy-policy](http://www.bettermedical.com.au/privacy-policy) to read our full Privacy Policy.

**Cancellation and non-attendance fee:** We understand situations may arise where you are unable to attend your scheduled appointment. If this occurs, we respectfully ask you to provide a minimum of 4 hours notice before your appointment by cancelling your appointment via our online booking system or phoning our practice. We will happily reschedule your appointment.

If you cancel within the 4 hours or do not attend your scheduled appointment, a non-attendance fee of \$42.00 will apply. If you have a cancellation fee, it will require payment before you can schedule another appointment.

The doctors want to be available for your needs and the needs of all their patients. When a patient does not attend a scheduled appointment, another patient loses the opportunity to be seen.

Thank you for being a valued patient and for your cooperation with this policy.

