



30/6/2022

Dear Valued Patients,

We are writing this today, on behalf of the management team at Annadale FMC to explain our decision for all the major changes that will be coming to Annadale FMC as of August 1st, 2022.

Our mission at Annadale Family Medical Centre has always been to provide high-quality health care, delivered by a team, who take pride in our work toward helping the community. Our focus is enhancing the patient's journey with services, skills, and knowledge of our staff. We are working extremely hard to attract multi-talented Doctors, Nurses, and Staff, as well as providing up to date technology and equipment.

For many years, Medicare rebates have failed to keep up with the pace of inflation and do not reflect the cost of delivering high quality general practices services. The government froze Medicare rebates for 4 years and then again in 2017 began indexing them at just 1.4% per year. However, the cost of running a Medical Centre has continued to rise by 4-6% annually over the past 10 years. The rebates claimed by our practice must cover all our practice costs. These include, but not limited to, employment and training of all Nurses & Reception Staff, Rent, Medical supplies, and Equipment purchasing, maintenance, computer software, practice accreditation and Insurances. We are operating a small business, up until now we have had to absorb increasing costs and have resisted the move to charge patients a gap fee. However, to continue to deliver the best standard of care for our patients, this is no longer sustainable.

As of the 1st of August 2022, Annadale Family will be a mixed billing clinic. We will continue to bulk bill MOST of the doctor's consults for children under 16, pensioners and concession card holders. We will also continue to bulk bill for registered CTG and DVA patients. – Gap fee's will be charged for all other patients as it appears on our website. Please refer to our website for the full list of fees.

www.annadalefmc.com.au

PLEASE NOTE – Some of our services will attract an out-of-pocket fee for everyone.

If you are having financial difficulties, please inform the reception staff AS WELL as the consulting doctor. We will try our best to accommodate you.

This has been a difficult decision for us, and we understand it is also difficult for our patients. Please feel free to contact your local MP or Health Minister to encourage them to lobby for an increase in the Medicare rebates.

We thank you for your continued support, if you have any questions or wish to provide feedback/suggestions around these changes, please feel free to email

reception@annadalefmc.com.au

We would like to take this opportunity to thank you for understanding and look forward to seeing you again soon.

Regards

The Team at Annadale FMC