



Dear Patients,

We are writing to inform you that our GP practice will be transitioning from bulk billing to mixed billing effective from **15th May 2023**. This decision has been made after careful consideration of various factors, including rising overhead costs and the need to sustain high-quality patient care.

Under the new mixed billing system, patients will be charged a fee for certain medical services, while some services will still be bulk billed. The fee charged will depend on the type of service provided and your eligibility for Medicare benefits.

We are still bulkbilling

- Pension/Healthcare Card holders
- Children Under 16 years
- Eligible DVA Card holders (Gold and White - according to the condition)
- CVC program
- ADF health assessments
- Recalls – test we performed after initial consultation
- Flu and Covid vaccination clinics
- GPMP/TCA
- Health Assessments

We understand that this change may cause some concern among our patients, but we want to assure you that we remain committed to providing high-quality healthcare services to the community. We will continue to offer bulk billing for patients who meet the eligibility criteria and for services that are not covered under the new mixed billing system.

Our friendly reception team will be able to assist you with any queries you may have regarding the change.

Please note that the quality of care you receive from our doctors will remain the same. Our team of experienced and dedicated healthcare professionals will continue to provide you with the highest level of care and attention.

Thank you for your understanding and cooperation in this matter.

Management
Winston Glades Family Practice