



Billing Policy

Shoulder2Hand is a medical practice providing orthopaedic treatment and services for the upper limb by Dr Sindy Vrancic, Orthopaedic Surgeon; and dedicated hand therapy services via our Accredited AHTA, Occupational Therapy team.

At Shoulder2Hand, Dr Sindy Vrancic provides services for patients who have private hospital cover or workers compensation approved claims.

Uninsured, or public patients, have the opportunity see Dr Vrancic through the orthopaedic outpatient clinic at Canberra Hospital at no cost under Medicare. This clinic is not under our control and referrals need to be sent to outpatient bookings via email:
ACTHealthBookingandsche@act.gov.au

Why do we charge a fee for medical services?

At Shoulder2Hand our aim is to provide the highest quality care to our patients. To achieve this we have dedicated staff, a highly qualified and experienced Orthopaedic Specialist and AHTA Accredited Hand Therapists; all within a modern and well-equipped Practice.

Medicare and Health Insurers fail to keep up with actual costs of delivering quality medical services and therefore, to provide the best service to our patients we are required to charge a fee for the medical services.

After consultation any additional fees for services, surgery or equipment will be informed and discussed by the relevant service provider or a senior staff member.

Shoulder2Hand values the quality of our medical services and manages every patient with the same respect and regard, therefore we do not offer reduced rates for Pension Card, Seniors Card, Health Care Card or DVA Health Card holders in our private Practice.

When and how are services paid for?

Payment in full is due at the time of consultation. Shoulder2Hand accepts cash, credit card, cheque and EFTPOS payments.

There are exceptions to this:

1. Invoices for surgical procedures which are issued to the patient after reconfirming the item numbers following the surgery.
2. Workers' compensation patients with a written approval for the medical services to be provided at the relevant fee requested by Shoulder2Hand.

Shoulder2Hand provides Medicare claiming for eligible rebates and Eclipse claiming for eligible hospital surgical services. Electronic submission of claims for services are made on the patient's behalf after full payment of the invoice and Shoulder2Hand cannot guarantee a rebate is payable or the rebate amount.

Unfortunately, electronic claiming for Allied Health hand therapy services is not available through Shoulder2Hand and a receipt will be issued for assessment by your health fund.

What is our Bulk Billing Policy?

Shoulder2Hand is not a bulk billing Practice.

The full fee for service is required on the day of consultation – please see above *When and how are services paid for?*

What is our Billing Policy for DVA card holders?

Due to the shortfall in funding for medical treatment by DVA, Shoulder2Hand Orthopaedics does not accept the DVA Health Card.

All consultations are charged at our standard private fee and payment is required on the day of consultation. Any recommended surgery fees will also be quoted at our standard private fee per item number and invoiced directly to the patient for payment.

DVA patients wanting no out-of-pocket costs will be advised to seek an appointment through the Orthopaedic Outpatient Clinic at Canberra Hospital under the Government funded DVA health scheme.

What is our Billing Policy on Workers Compensation and Third-Party CTP claims?

At Shoulder2Hand we adopt an encompassing policy to manage workers compensation and third-party CTP claims under the same fee schedule for services.

Shoulder2Hand require a written approval from the insurance company for consultations and medical services. If a written approval is not received prior to the appointment the patient must pay for the consultation in full at the workers compensation / third-party rate at the time of consultation. A receipt will be issued to the patient for reimbursement from the insurer.

Consultation Fees are in line with SIRA schedule of fees for Orthopaedic Surgeons (AC500 & AC510)

Shoulder2Hand will request prior approval for in-hospital surgical services. Surgery dates will not be allocated to a patient until a written approval from the insurer has been received. In the event that approval is denied, further options and costings will be discussed with the patient.

Surgery Items are based around the AMA schedule of fees. Dr Vrancic reserves the right to apply her own fees for services where she deems the AMA scheduled fee to be unreasonable for the time and complexity of the required surgery or where item numbers do not accurately reflect the full extent of the surgery required.

What is our appointment no show or cancellation policy?

Patients are advised to cancel appointments as early as possible, with at least 48 hours' notice to be able to refill the appointment.

Patients who continually cancel appointments will be charged a cancellation fee on the third sequential cancellation. Patients who continually reschedule their appointment may be charged a holding deposit to secure their booking on the third occasion.

Patients can also be charged a non-attendance fee for not turning up for an appointment, billed at the Providers discretion based on attendance history.

Are there any additional fees?

Additional fees will apply for the following services at Shoulder2Hand:

- Transfer of file to the patient or another third party, with patient consent.
- Requests from Lawyers, Solicitors or workers compensation insurers for file review and provision of a report
- Requests from patients to complete injury, income protection, health insurance and superannuation forms
- Other sundry items required for treatment during a consultation including: dressings, bandage, splints, braces, rehabilitation equipment, etc
- X-ray services if required in the rooms
- Provision of Certificate of Capacity outside of consultation