

IMPORTANT INFORMATION ABOUT OUR BILLING POLICY

Dear [Patient Name],

You may have heard in the news that the government is introducing new bulk billing incentives from November 1, 2025, and that some practices will move to bulk bill all patients. We want to explain why Robina Town and Easy T Medical Centres will be continuing with our current **mixed billing** model.

The government's promises don't match the financial reality.

While the government has announced additional incentives for practices that bulk bill 100% of their patients, the total amount still falls well short of what it actually costs to provide you with high-quality medical care. It will result in what is termed "6 minute medicine." A 6 minute consultation has the same medicare rebate as a 19 minute consultation. With this model the Government is rewarding short consult, large volume medicine.

Even with the new incentives, the total payment we would receive for a standard consultation does not match the actual cost of providing that care - including our skilled staff, medical equipment, rent, utilities, and all the other expenses of running a modern medical practice.

No business can survive losing money on every transaction, and at Easy T and Robina Town medical centres we pride our providing our community with comprehensive, high quality medicine and refuse to compromise on the quality of care we provide to make the numbers work.

The "all or nothing" requirement makes it impossible.

To receive the government's new incentive, a practice must agree to bulk bill every single eligible service for every single patient. This means we couldn't charge privately for longer consultations for patients who require more time and resources. This inflexible approach doesn't reflect the reality of medical practice, where different patients have different needs.

We're committed to sustainable, quality care.

At Easy T and Robina town Medical Centres we have had in depth discussion and heart-felt reflection with our doctors and staff over recent months. Our decision to maintain our current billing structure ensures that we can continue to:

- Spend adequate time with each patient
- Invest in the latest medical equipment and technology
- Retain the excellent staff we already have
- Continue to expand and employ experienced, qualified staff so we can continue to provide for our growing community
- Maintain our practice to the highest standards
- Be here for you and your family for years to come

The government is creating false expectations.

Politicians are telling voters that 90% of practices will join the new bulk billing program, but this simply isn't realistic, given the financial constraints. Many practices that try to make it work will either have to cut corners on care, reduce consultation times, or close down entirely when they can't make ends meet.

We believe you deserve better than that. That's why we will continue our balanced **mixed billing** approach.

Your voice matters more than ours.

As your healthcare providers, we're often seen as having a vested interest when we talk about Medicare funding. But as a patient and voter, your voice carries much more weight with politicians.

If you're concerned about healthcare costs, please contact your local Federal Member of Parliament and tell them that the Medicare rebate needs to reflect the true cost of medical care. We have a template letter available at reception or on our website to help you do this.

Thank you for your continued trust in our practice. We remain committed to providing you with the highest standard of medical care.

Sincerely,

The Team at Robina Town and Easy T Medical Centres