



THE HEART CENTRE

For Patients

Referrals

If you wish to claim Medicare rebates you must have a valid referral. A valid referral can be for 12 months from your General Practitioner or 3 months from your specialist. If you do not have a valid referral, you will be liable for the entire payment of services.

Making Appointments

Once the decision has been made in consultation with your GP or any other referring doctor to seek advice or treatment from a cardiologist, the appropriate appointments can be made. Patients are welcome to ring to make their own appointments from the information on the referral. The Heart Centre will contact patients once a referral is received from a medical provider. In cases deemed urgent by the referring doctors, the doctor will advise The Heart Centre direct to make an urgent appointment. The Heart Centre will always endeavour to provide appointments at short notice for urgent cases.

Attending Our Rooms

So that we can provide the best possible care please:

- Make sure you have a valid referral. This will ensure you can claim Medicare rebates and inform the cardiologist of the background to your condition.
- Bring your Medicare and concession cards to the appointment for billing and rebate purposes.
- Have a list of what medications you currently use.
- Bring any previous pathology or reports pertaining to your condition to the appointment.

Cancellation of Appointments

We require 24 hours' notice for cancellation or change in your appointment date or time. A cancellation fee will be billed, at our discretion, to you for missed appointments that have been confirmed or for appointments not cancelled 24 hours in advance. Please call us if you are running late.

Cancellation fee for:

- Consultation for new patient is \$100 and for established patients is \$50.
- Echocardiogram is \$50
- Stress echocardiogram \$70

Payment

Full payment is expected on the day of your appointment. We do allow patients to pay the gap (difference between our fee & Medicare rebate) if full payment cannot be met on the day. Payment can be made in cash, cheque or by credit/debit card.

Medicare Rebates

All Medicare accounts can be processed immediately at our rooms so that you can receive your Medicare Rebate directly into your nominated bank account normally within 24 hours. Alternatively, you can take the claim directly to a Medicare office for same day reimbursement.

Feedback

Our doctors and staff are passionate about being first choice in cardiology for patients and referring doctors. We apply a culture of continuous learning and improvement to all aspects of our services, with patient wellbeing as the focus of all our activity. If you feel there are instances where we could have done better, we welcome your feedback. Your concerns will always be treated respectfully and resolved promptly. Issues should be raised with the treating cardiologist or Practice Manager.