

Patient Payment Policy

1. INTRODUCTION

- 1.1 The Health Hub by Lotus Assist (the Company) is committed to maintaining a positive professional profile with clients, health care providers and other members of the public.
- 1.2 This policy outlines the expectations for the payment of consultation fees for all clients seen by the Company.

2. SCOPE

- 2.1 The policy is designed to communicate to clients, their families and health care professionals, the Company's payment expectations for all consultations.
- 2.2 This policy applies to all clients seen at The Health Hub by Lotus Assist.

3. POLICY

- 3.1 For every client seen at The Health Hub by Lotus Assist, a person must be identified as the account holder for that client prior to any consultations occurring.
- 3.2 Consultation fees vary according to the type of consultation, who the consultation is with, and the duration of the consultation.
- 3.3 All individual practitioners working for the Company as Contractors, are free to set their own consultation fees.
- 3.4 The account holder should be made aware of the consultation fee prior to any consultation.
- 3.5 It is up to the individual practitioner's discretion, at each consultation, whether a client will be charged a private fee or will be bulk billed. This means that just because a client has previously been bulk billed, they may not expect always to be bulk billed in the future.
- 3.6 Any cancellation which occurs within 24 hours prior to the scheduled appointment time or if the client fails to attend the appointment, a 50% cancellation fee will be incurred. There is no Medicare rebate applicable to this cancellation fee. If the client is usually bulk billed, they will still incur a cancellation fee.
- 3.7 Payment is to be expected on the day of consultation, immediately after the consultation.
- 3.8 The Company does not keep accounts for client fees.
- 3.9 In some circumstances, payment may be required prior to the consultation.
- 3.10 The full private fee is expected to be paid (not just the gap between Medicare rebate and consultation fee).
- 3.11 Any applicable Medicare rebate should enter the account holders nominated bank account the following day.

4. POLICY REVIEW

- 4.1 This policy will be reviewed regularly to ensure it reflects the current processes and procedures of the Company and current legislative requirements.