



Scripts for your messages on hold

For practices that won't change to bulk billing

Version 1

Although the Government has introduced new Medicare incentives, they still don't cover the full cost of your care. This means a fee may apply to your consultation today. Please speak with our reception team if you'd like more information."

Version 2

Our priority is providing you with the highest standard of care. To stay open and continue caring for as many patients as possible, we may need to charge a fee. Please talk to reception for more details.

Version 3

Good healthcare takes time. To give you the attention you deserve, we may need to charge a fee for your consultation. If you'd like more information, our reception team will be happy to help.

Version 4

We're here to look after every part of your health. Unfortunately, the new Medicare incentives don't cover the full cost of that care, so a fee is required. Please speak to reception if you'd like to know more.

Rural and remote practice versions

Version 1

Every Australian, in every postcode, deserves high-quality care. To keep serving our local community, we may need to charge a fee. Please speak with reception if you'd like further information.

Version 2

We're here for you and for our community. To stay open and continue providing the care you need, we may need to charge a fee. Please ask our reception staff if you'd like more details.

Version 3

Our patients are important to us, and we want to be here whenever you need us. To cover the cost of providing care, a fee may apply. For more information, please speak with reception.

Version 4

New Medicare incentives don't cover the full cost of care. To continue seeing you and your family regularly, we need to charge a fee. Please ask our reception team for more information.