



Scripts for your reception team

For practices that won't change to bulk billing

Patient question: Why am I still being charged a fee? Aren't you supposed to bulk bill me?

Answer: Unfortunately, the recent changes haven't increased Medicare rebates enough to cover the cost of care. To keep our doors open and give you the care you need, we'll still need to charge a fee.

Patient question: Why should I stay here if another clinic bulk bills?

Answer: You can choose, but seeing a GP who knows you and your history often means better care and keeps you healthier. We want to take the time you need – not rush you.

Patient question: Is anyone telling the Government about this?

Answer: Yes – the RACGP is calling for higher Medicare rebates so more visits can be fully covered in the future.

For practices that will change to bulk billing

Patient question: I thought this practice didn't bulk bill – why the change?

Answer: Medicare incentives have increased, so we can now bulk bill all eligible consultations, which covers most standard visits. This makes care more affordable and easier to access.

Patient question: Will every visit be bulk billed?

Answer: No – most consultations will be bulk billed, but some, such as fitness-to-drive assessments for commercial driver's licenses, nurse-only consultations, certain procedures, infusions, and some travel vaccinations will still require a fee.

Patient question: What does this mean for patients?

Answer: It means you won't pay out of pocket for your visits here. You'll still get the same safe, high-quality care from your GP.

For practices that will remain bulk billing

Patient question: Will I need to pay here after 1 November?

Answer: Not for most visits. Some consultations, such as fitness-to-drive assessments for commercial driver's licenses, nurse-only consultations, certain procedures, infusions, and some travel vaccinations will require a fee.

Patient question: So what has changed?

Answer: Medicare funding has gone up, which helps us keep bulk billing sustainable. You will continue to receive care without paying out of your pocket.

Patient question: Why are some practices still charging fees?

Answer: Each practice is different. Some still face costs that Medicare patient rebates don't cover, so they charge fees to stay open. We are fortunate to keep bulk billing for everyone.