

PIVOTAL HEALTH

A practice update



CHANGES TO OUR TELEHEALTH BILLING POLICIES

From Monday 12th October 2020

During COVID we extended our consultation services to include Telehealth (telephone and video) consultations. This has been an extremely popular with patients and we are happy to confirm that these visits will remain on offer until at least 31 March 2021. The Federal Government made some changes to the telehealth item numbers and eligibility on 1st October 2020. These changes have prompted a review of our telehealth billing policies. Please note that these changes will commence from Monday 12th October 2020.

From Monday 12th October the billing policies for Telehealth will change for some patients, these changes are outlined below.

Bulk billing for Telehealth will continue for patients who are on a concession card i.e. Patients that hold a Pension Card, Commonwealth Seniors Health Care Card, Health Care Card and patients under 16 years of age for all telehealth consultations.*

Telehealth appointments for Care Planning, Chronic Disease Management or Mental Health Care Plans will also continue to be bulk billed.

Patients who do not hold a concession card or who are over the age of 16; a new telehealth consultation fee will apply for some visits. This fee is claimable from Medicare* with an out of pocket expense of \$20. The consultation fee may increase to a \$40 gap if the visit is for complex or multiple issues or requests.

From time to time our GPs may contact you via telephone to discuss your medical care, results or medication changes. This telephone contact may be meet the Medicare guidelines as a telephone consultation, your GP will discuss this with you of this at the time. These consultations will be bulk billed with your consent.

We understand that 2020 has been challenging and many of our patients and their families have been significantly impacted financially and emotionally by COVID19 and some need extra ongoing support.

continued on next page

IN THIS ISSUE

CHANGE TO BILLING FOR TELEHEALTH

DR SIMONE BACK FROM MATERNITY LEAVE

SPRING = SKIN CHECKS

COVID UPDATE



Dr Simone back from maternity leave

We are very happy and excited to have Dr Simone back at work after the birth of her very handsome son, Max, who is now 7 months old.

Simone's consulting hours are as follows

Tuesday	7:30am - 3:00pm
Wednesday	7:30am-3:00pm
Friday	11:30am - 3:30pm

Simone is looking forward to catching up with all of her patients and providing them with her usual personalised, professional and outstanding care.

We acknowledge that often people put their health on hold during times of financial uncertainty sometimes resulting in a deterioration of health or illness. We want our patients to feel supported at this time and as a result we are excited to introduce the **Pivotal Health COVID Support Program**. This program is exclusively for patients have been patients of Pivotal Health for at least 12 months and who have been impacted financially by COVID19.

The program offers approved applicants bulk billed telehealth appointments for 3 months. Face to face appointments are excluded from the bulk billing agreement. If you feel that you could benefit from this program, please complete the form in the link <http://bit.ly/PHCOVIDSUPPORT> or under the Coronavirus tab on our website and our Practice Manager will be in touch with you.

Should you have any queries or concerns regarding our new Telehealth billing policies, please contact our Practice Manager, Emma Kohler on 3286 1122 or email emma@pivotalhealth.com.au

Spring = Skin Checks

The warmer whether has arrived once again and it is a reminder to us all to ensure we are up to date with our annual skin checks.

Queensland is the skin cancer capital of the world and the approximate lifetime risk of a Queensland male to be diagnosed with melanoma before the age of 85 is one in nine, and for females it is one in 16.

Early detection and management are key to successful treatment. Don't be a statistic, make an appointment for your skin check today. Dr Hunter and Dr Ellis both have special interests in skin cancer detection and management.

COVID UPDATE

In line with the easing of restrictions state-wide and the QLD Public Health Department declaring health care setting "low risk" for COVID staff, patients and visitors who have no COVID symptoms will no longer be required to wear masks whilst in the practice.

We continue to be COVID safe and request that you continue to wash your hands with supplied hand

sanitiser of entry and departure, have your temperature checked and answer the screening questions on arrival.

We appreciate your continued support during these challenging times.