

Visiting Specialists

We are actively working to bring a range of visiting specialists to DermaCare and Family Health at Shellharbour to provide more comprehensive care locally.

Details of specialists and their availability will be announced soon. Please check back regularly for updates.

Billing policy

We are bulk billing clinic. We bulk bill GP consultations for all patients holding Medicare cards. Some procedures may acquire out of pocket fee. For patients who do not have Medicare cards, we charge them private fee (no medicare rebates).

Cancellation fee

There may be a cancellation fee if we do not receive notice of your cancellation.

We need 24 hours notice if you wish to cancel an appointment to avoid a Did Not Attend fee.

If we receive late notice of your cancellation a fee will apply. This enables us to reschedule the day for other patients.

A \$40 cancellation fee will apply if we do not receive at least 4 hours' notice prior to your appointment.

Privacy and Confidentiality

We comply with Australian Government Legislation, ensuring that the privacy of our patients is maintained.

A copy of our privacy policy is available at reception.

Further information is available from the Office of the Australian Information Commissioner on 1300 363 992.

Complaints

This practice acknowledges that patient complaints are an important source of customer feedback.

Under the Health Services Act 1987 people with complaints should try to resolve them directly with the health service provider.

Please forward all your complaints at [info@dermacareandfamilyhealth .com.au](mailto:info@dermacareandfamilyhealth.com.au)