



IMPORTANT MESSAGE TO OUR VALUED PATIENTS

Dear Patients,

We hope this message finds you well and thank you for your continued trust in Trilogy Medical Care.

We wish to inform you that our practice **will not be participating in the Universally Bulk Billed Program**. This decision supports our commitment to maintaining to provide the high quality of care you deserve.

To continue offering the time, attention, and care our patients value — and in response to rising operational costs — we will be making a small adjustment to our fees from **1 January 2026**. We understand the financial pressures many families and individuals face, and we have kept these changes as modest as possible.

GP consultation gap fees will increase by \$5:

Weekday office hours consultations

- *Concession Card Holders:* Gap fee will increase from \$25 to \$30
- *Non-Concession Card Holders:* Gap fee will increase from \$35 to \$40

Weekends and after-hours consultations

- With Dr Hien Ong-Dinh: Gap fee will increase from \$60 to \$65
- With other GPs: Gap fee will increase from \$45 to \$50

Psychologist consultations (Ms Alexandra Plazas and Ms Louise Smyth)

- Concession Card Holders: Gap fee will increase from \$60 to \$65
- Non-Concession Card Holders: Gap fee will increase from \$100 to \$110

These changes will help us sustain the personalised, high-quality care you've come to expect from our team.

Please note:

- GP Chronic Disease Management (CCMP) visits, Health Assessments, and appointments for children under 15 with a valid Medicare card will continue to be bulk billed
- Mental Health Treatment Plans and reviews are not bulk billed
- Any additional bulk billing may be offered in limited exceptional circumstances, solely at your doctor's discretion. Reception staff are unable to make or negotiate bulk billing decisions.

If you have any questions or concerns, our reception team is here to support you.

We recognise that any fee increase can be challenging, and we have made this decision with careful thought and consideration. We appreciate your understanding and support as we continue to care for you and your family.

Kind regards,

The Team at Trilogy Medical Care



Trilogy Medical Care

HEALTH • WELLNESS • COLLABORATION

GP CONSULTATION GAP FEES SCHEDULE - EFFECTIVE 1ST JAN 2026

Practitioner	Weekday Gap Fees Monday to Friday 9 am – 6 pm For Face-to-Face and Telehealth Consults		Weekend and After Hours Gap Fees For All Patients	
	Non-Concession	Concession	Face-to-Face	Telehealth
Dr Dyne Correa	\$40-	\$30-	\$50-	\$50-
Dr Kerrie Francis	\$40-	\$30-	-	-
Dr Chou Ky	\$40-	\$30-	-	-
Dr Hien Ong-Dinh	\$40-	\$30-	\$65-	\$65-
Dr Naing Aung	\$0 to \$40-	\$0 to \$30-	\$0 to \$50-	\$0 to \$50-

Bulk Billing and Payment Policy

Bulk Billing:

- Children aged 15 years and under with a valid Medicare card will be bulk billed on weekdays between 9am and 5pm. Outside these hours, standard gap fees will apply.
- GP Chronic Disease Management (CCMP) visits and Health Assessments will continue to be bulk billed.
- Mental Health Treatment Plans and reviews are not bulk billed.
- Any additional bulk billing may be offered in limited exceptional circumstances, solely at your doctor's discretion. Reception staff are unable to make or negotiate bulk billing decisions.

Payment Policy:

- **Full payment is required on the day of service.**
- EFTPOS payments will incur a surcharge of up to 1%, and credit card payments will incur a surcharge of up to 1.5%.
- Easyclaim assistance through Medicare may be available.

Doctor's Appointments Cancellation Policy:

- A late cancellation/non-attendance fee of \$40 will apply if the appointment is not cancelled with at least 2 hours' notice.

We appreciate your understanding and support as we continue to care for you and your family.



Trilogy Medical Care

HEALTH • WELLNESS • COLLABORATION

PSYCHOLOGIST CONSULTATION GAP FEES SCHEDULE

Practitioner	Weekday Fees For Face-to-Face and Telehealth Consultations (Fees effective from 1 st JANUARY 2026)		
	Non - Concession With Valid Mental Health Treatment Plan	Concession With Valid Mental Health Treatment Plan	Private Total Fee
Ms Alexandra Plazas Clinical Psychologist	Gap fee after Medicare rebate of \$110.00	Gap fee after Medicare rebate of \$65-	\$255.25
Ms Louise Smyth Clinical Psychologist	Gap fee after Medicare rebate of \$110.00	Gap fee after Medicare rebate of \$65-	\$255.25
Ms Wendy Anderson Psychologist	Gap fee after Medicare rebate of \$90-	Gap fee after Medicare rebate of \$40-	\$188.95
Ms Lisa Nguyen Mental Health Therapist	Gap fee after Medicare rebate of \$122.75	Gap fee after Medicare rebate of \$122.75	\$210.00

Payment Policy:

- **Full payment is required on the day of service.**
- A surcharge of up to 1% applies for EFTPOS payments and 1.5% for credit card payments.
- Easyclaim assistance through Medicare may be available for psychologist consultations.
- Therapist Ms Lisa Nguyen requests payment prior to consultation by direct deposit or cash.

Psychologist/Therapist Cancellation Policy:

- A Psychologist/Therapist late cancellation/non-attendance fee will be applied if an appointment is not cancelled with at least one working days' notice.

Thank you for understanding. We warmly welcome you and your family to Trilogy Medical Care.