

Warfarin Care Program

Welcome to our Warfarin Care Program.

Managing your medication safely and effectively is our priority.

Ensuring your dose is accurate is a complex operation. Everyone responds differently to warfarin and the regular blood tests we perform, which enable us to determine your particular dose, are critical in keeping your warfarin levels stable.

You'll soon get to know our friendly collectors who take your blood samples, and the highly-trained advisors at our patient contact centre who phone you about your dosage, but behind the scenes there is a whole team of people taking care of you. These include couriers, administration staff, scientists, specialist GPs and pathologists.

OUR WARFARIN CARE PROGRAM INCLUDES:

- Specialist GPs and Pathologists monitoring your warfarin levels
- Contact Centre with specially trained staff to advise on your warfarin dosing
- Reminder and follow-up process for urgent changes to dosing levels
- Access to Warfarin Care from 7am to 3pm weekdays, and 8am to 1pm Saturday.

INR TESTING FEES

Our Warfarin Care Program is not funded by Medicare or any other government agency. The Medicare Benefits schedule (MBS) only provides a rebate for blood collection and INR testing; it does not cover the cost of the services of our specialist medical teams and all the other additional resources needed for the Warfarin Care Program.

A number of cutbacks in Medicare rebates over the past four years, has reluctantly forced us to charge out of pocket fees for your Warfarin Care Program testing.

Warfarin Care program fees are separate from the fees that may be charged by your doctor.

WARFARIN CARE CONTACT INFORMATION

Monday to Friday 7am - 3pm
Saturday 8am - 1pm
Closed Sunday and public holidays
Call 1300 769 440

First INR Episode Fee

Private fee: INR Medicare rebate + \$265*
Concessional fee: INR Medicare rebate + \$180*

Annual INR Episode Fee


Private fee: INR Medicare rebate + \$200*
Concessional fee: INR Medicare rebate + \$150*

Concession includes: Pension, Health Care and Commonwealth Seniors, and Dept. Veterans Affairs Gold card holders

*Fees correct as of May 2016. Fees may vary depending whether other tests are the same request form, and any changes made to the MBS. Once enrolled, fee is non-refundable for the annual period.

This fee contributes towards your Medicare safety net. You will be sent an account.

PAYING YOUR ACCOUNT

 Australia Post Office. After you pay your account, the receipt can be used to claim your Medicare rebate.



BPay internet Banking. The reference number is unique; you will need to change this number for each new account. Your receipt will be mailed to you to claim your Medicare rebate.



Phone Credit Card 1300 307 716. Phone facility 24 hours a day, 7 days a week. Your receipt will be mailed to you to claim your Medicare rebate.

CLAIMING YOUR MEDICARE REBATE

When the account is paid you can submit the receipt to Medicare to claim your rebate.

Your Medicare rebate is the subsidy provided by the Australian government for services covered by the MBS. If any of your tests are not covered in this schedule you will not receive a rebate. You will need to pay for these tests in full.

For more information about personal and test eligibility, visit the Medicare Australia website www.medicareaustralia.gov.au.

Enter the item numbers from your invoice to search for a description of the services provided. Alternatively, contact Medicare on 132 011.

ACCOUNT ENQUIRIES

if you need account assistance
Please contact our Accounts Support team on
(08) 9371 4460