

Financial Consent Policy

Last updated 2nd April 2026

At AVA Orthopaedics, we are committed to providing clear, transparent, and straightforward billing for all patients accessing our telehealth services.

Consultation Fees

All consultations are privately billed. Fees will be clearly outlined at the time of booking.

Medicare & Rebates (if applicable)

Some consultations with an Orthopaedic Surgeon may be eligible for a Medicare rebate **with a valid referral**.

Where applicable:

- You will be charged the full consultation fee after your appointment
- Medicare rebates can be processed separately following payment

Eligibility for Medicare rebates is dependent on referral validity and consultation type.

Work Cover

Patients with an approved Work Cover claim may have their invoices sent directly to their insurer. Arrangements vary depending on the insurer. AVA Orthopaedics can advise on this at the time of booking.

Card Capture at Booking

To secure your appointment, you will be required to provide valid credit or debit card details at the time of booking. This card will be securely stored via our payment provider in accordance with Australian privacy and data security standards.

Timing of Payment

Your card will **not be charged at the time of booking**.

Payment will be processed **after your consultation has been completed**.

Post-Consultation Charges

By proceeding with your booking, you consent to AVA Orthopaedics charging the nominated card for:

- Your consultation fee

A receipt will be issued following payment.

Cancellations & Non-Attendance

- Cancellations or rescheduling must occur within the specified notice period provided at booking
- Late cancellations or failure to attend on multiple occasions may incur a cancellation fee, which will be charged to your nominated card

Agreement

By booking an appointment with AVA Orthopaedics, you acknowledge and agree to:

- Providing valid card details at the time of booking
- Secure storage of your payment details
- Payment being processed after your consultation
- Responsibility for any applicable fees, including cancellation fees

Patient Consent

Clients are required to provide consent to AVA Orthopaedics' financial policy as part of the new patient onboarding process.

Clients may withdraw their financial consent at any time by providing written notice to AVA Orthopaedics. Withdrawal of consent does not affect any fees or charges incurred for services already provided or appointments already completed.