Warfarin Care Program

Welcome to our Warfarin Care Program where 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. The team includes couriers, administration staff and scientists; specialist GPs and pathologists who monitor your warfarin levels and provide your dose instructions.

OUR WARFARIN CARE PROGRAM INCLUDES:

- Specialist GP's and pathologists monitoring your warfarin levels
- Contact Centre with specially trained people to advise on your warfarin dosing
- Reminder and follow-up process for urgent changes to dosing levels
- Access to the Warfarin Support Group from 8 am to 7 pm weekdays, and 12 noon to 5 pm Saturday.

INR TESTING FEES

Our Warfarin Care Program is not funded by Medicare or any other government agency. The Medicare Benefits Schedule (MBS) provides a rebate for blood collection and INR testing only; 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 three years has forced us, most reluctantly, to charge an out of pocket fee for the first INR test performed in your Warfarin Care Program testing.

Sullivan Nicolaides PATHOLOGY

* Correct at the time of printing – September 2011
Please note that the above estimated fees, rebates and patient gap will be different if there are additional tests ordered on the same request. Fees may vary when changes are made to the Commonwealth Medicare Benefits Schedule

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

First INR Episode Fee

Private fee: Medicare rebate + $250*
Concessional fee: Medicare rebate + $125*
(This concessional fee applies to: Pension, Health Care, Commonwealth Seniors and DVA Card holders)

This out of pocket fee contributes towards your Medicare Safety Net. You will be sent an account.

PAYING YOUR ACCOUNT

- Australia Post Office. Pay your account and the receipt you receive 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 654 296. Phone facility 24 hours per day, 7 days per week. Your receipt will be mailed to you to claim your Medicare rebate.

CLAIMING YOUR 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 that are included in the Medicare Benefits Schedule (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 ENQUIRES

If you need assistance please contact our Patient Services Support Team on 1300 732 030.

WARFARIN CARE CONTACT INFORMATION

Office Hours	Monday to Friday 8 am - 7 pm Saturday 12 noon - 5 pm Closed on Sundays and public holidays
Brisbane	(07) 3377 8578
Outside Brisbane area	1300 769 440