

## Griffith Health Clinics Fee Charging Policy

<b>Approving authority</b>	Chief Operating Officer
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<b>Advisor</b>	PVC (Griffith Health)
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<b>Description</b>	This policy provides the rules under which fees and charges are determined for treatment provided in Griffith Health-run clinics by Griffith staff and students. The policy also outlines who may write off fees, including bad debts that have been incurred through Griffith Health-run clinics.

### Related documents

[Application for Clinical Privileges in Griffith Health Clinics](#)

[Code of Conduct](#)

[Conflict of Interest Policy](#)

[Consultancy and Commercial Research Policy](#)

[Griffith Health Intramural Professional Practice Policy](#)

[Guidelines for Charging Procedures in the Dental Clinic](#)

[Personal Relationships in the Workplace](#)

[Private Practice Guidelines to conduct clinical practice within the Griffith Health Clinics](#)

[Private Practice Policy](#)

[Responsible Conduct of Research Policy](#)

[\[Introduction\]](#) [\[Guiding Principles\]](#) [\[Principles Underpinning Provision of Treatment to Patients/Clients from Health Group-run clinic facilities\]](#) [\[Setting of Fees\]](#) [\[Charging of Fees\]](#) [\[The Writing Off of Fees\]](#) [\[Delegated Authorities\]](#) [\[Schedule 1 - School of Dentistry and Oral Health \(DOH\) Clinics\]](#) [\[Schedule 2 – Psychology Clinics\]](#) [\[Schedule 3 – Allied Health Clinics\]](#)

## 1. INTRODUCTION

- 1.1 This policy covers fees charged to patients/clients for services delivered through Griffith health Clinics by:
  - 1.1.1 Approved Griffith Health staff including:
    - Griffith clinical staff (i.e., staff employed as clinicians under common law contract by Griffith Health); and
    - Staff who are delivering services in accordance with the Griffith Health Intramural Professional Practice Policy; and
  - 1.1.2 Griffith Health students.
- 1.2 This policy **does not apply** to:
  - 1.2.1 Griffith staff who are approved to conduct private practice (in accordance with the Private Practice Policy) either outside or within the University premises;
  - 1.2.2 Non-Griffith staff who are approved to conduct private practice within the Griffith Health Clinics.

Decisions concerning fees to be charged to patients/clients for services delivered by Griffith staff who are approved to conduct private practice in accordance with the Private Practice Policy, and by non-Griffith practitioners who are approved to conduct private practice within Griffith Health Clinics remain the sole responsibility of the respective practitioner.

- 1.3 Griffith Health operates a number of clinics through which healthcare services are provided to patients/clients. These clinics are regarded as an integral part of the Group, providing valuable practical experience for students, and providing a medium through which synergies and benefits of professional practice, teaching and research can be achieved and a strong community of clinical and professional academics can be fostered.
- 1.4 Specific arrangements for clinics managed by Health Schools with Griffith health are attached as Schedules to this Policy. In the event of any inconsistency between this Policy and the Schedules to this Policy, the Policy will apply unless other school specific arrangements have been approved in writing by the Pro Vice Chancellor (Health) and Provost.

## **2. GUIDING PRINCIPLES**

- 2.1 The Health Group recognises the synergies of clinical practice, teaching and research, and benefits that can be achieved through supporting the development of a strong community of clinical and professional academics.
- 2.2 Clinical practice will be conducted so as to:
  - 2.2.1 be consistent with the philosophy and aims of the University and the Griffith Health Clinics, and University policies governing employment conduct including but not limited to the Code of Conduct, the Responsible Conduct of Research Policy, Personal Relationships in the Workplace and Conflicts of Interest Policy;
  - 2.2.2 deliver a demonstrable benefit to the University;
  - 2.2.3 develop and enhance, and not to harm in any way, the reputation and standing of the University;
  - 2.2.4 where practicable, contribute to the advancement of learning, research, scholarship and the clinical reputation of the University.
- 2.3 Clinical practice must only be undertaken by:
  - 2.3.1 a staff member or practitioner for the scope of work for which they are professionally registered to practice with the relevant Registration Board (or, in the absence of a formal registration process within the discipline, hold acceptable qualifications to practice, as approved by the Clinical Privileging Committee), and are approved to practice by the Griffith Health Clinical Privileging Committee; or
  - 2.3.2 a student who is working under the supervision of a member of Griffith staff who is professionally registered to supervise with the relevant Registration Board (or, in the absence of a formal registration process within the discipline, hold acceptable qualifications to practice, as approved by the Clinical Privileging Committee), and is approved to supervise by the Griffith Health Clinical Privileging Committee.

## **3. PRINCIPLES UNDERPINNING PROVISION OF TREATMENT TO PATIENTS/CLIENTS FROM HEALTH GROUP-RUN CLINIC FACILITIES**

- 3.1 All patients/clients of Health Group-run clinics will receive high quality and appropriate treatment which is delivered in accordance with accepted professional, ethical and service quality standards.
- 3.2 All patients/clients of Health Group-run clinics (or their legal guardian) will receive clear information about their treatment, options, risk, benefits, costs and likely outcomes so that they can make informed decisions about their care.
- 3.3 All patients/clients of Health Group-run clinics (or their legal guardian) will have the opportunity to decline or consent to treatment free from coercion.
- 3.4 Informed consent will be required from all patients/clients (or their legal guardian) regarding their financial costs and treatment being provided prior to the treatment being commenced.

## **4. SETTING OF FEES**

- 4.1 The Griffith Health Clinics and the individual clinical practice provided by the practitioner should be financially self-supporting, that is, they should be structured and delivered in a way that ensures practice fees payable to the University (including University, Group and host School) will cover all costs incurred by the University in supporting the practice. Should the University determine that a clinic is not generating adequate income to cover all costs incurred by the University in supporting the clinic, approval for the staff member to conduct the clinic may be withdrawn.
- 4.2 Costs payable to the University from practice undertaken in Health Group-run health clinics will be determined and approved by the Chief Operating Officer.
- 4.3 Costs payable to the Group and host-School from practice undertaken in Health Group-run health clinics will be determined and approved by the PVC (Health).
- 4.4 Fee schedules are required for treatment delivered through Griffith Health clinics by Griffith University students and employees including:
  - 4.4.1 Griffith clinical staff (i.e., staff employed as clinicians under common law contract by Griffith Health); and
  - 4.4.2 Griffith staff who are conducting practice in accordance with the Griffith Health Intramural Professional Practice Policy
- 4.5 Fee schedules will be prepared by a management group of Griffith staff nominated by the PVC (Health) for recommendation to the PVC (Health).
- 4.6 Final approval for clinic fee schedules will be granted by the PVC (Health).
- 4.7 Fees, approved by the PVC (Health) in accordance with the process outlined in section 4 cannot be changed by staff or students without the approval of the PVC (Health).

## **5. CHARGING OF FEES**

- 5.1 Once clinic fee schedules have been set, staff and students involved in delivering treatment to patients/clients will accurately record treatments undertaken, so that accurate fees can be charged to patients/clients.
- 5.2 Patients/clients are encouraged to settle any monies due at the time of treatment. However, in the case of large amounts, the clinic manager (or in the absence of such a person, the Head of School to which the clinic is associated or their nominee), may at their discretion arrange a payment plan whereby regular payments are made by the patient/client to pay fees due in order that full payment is recovered by the University within a reasonable period of time.
- 5.3 Staff and students are not permitted to alter the fee charged to an individual client/patient without written consent from the relevant delegated authority.

## **6. THE WRITING OFF OF FEES**

From time to time, there may be a request or need to write off fees payable by a patient to a Griffith Health-run clinic. Each instance must be measured by its own merit, but certain circumstances can be dictated ahead of time. These are listed below.

- 6.1 If a treatment has been recorded incorrectly by a staff or student and that treatment has not actually take place. In this instance the clinic manager may remove the record. This is not to be considered as writing off an amount.
- 6.2 If a treatment is not carried out correctly, and the clinic is obliged to carry out the treatment again, the clinic manager may write off the second treatment charge.
- 6.3 If treatment is carried out on a particular special needs group in the community, or in the event of compassionate reasons (e.g., extreme financial and/or emotional hardship), then the PVC (Health) may agree to write off the treatments, giving specific permission in writing.
- 6.4 If a debt is considered irretrievable, and has been pursued through the Office of Finance (Finance) debt recovery processes, the relevant delegated authority may agree to write off the debt following advice from Finance.

- 6.5 If a patient/client has a valid complaint with regard to their experience in clinic, following an investigation by the clinic manager, the relevant delegated authority may write off any part or all of the debt in accordance with the authorisation levels in section 8.

## **7. REFUND OF FEES**

From time to time, there may be a request or need to refund the fees paid by a patient to a Griffith Health-run clinic. Each instance must be measured by its own merit, but certain circumstances can be dictated ahead of time. These are listed below.

- 7.1 If a treatment is not carried out correctly, and the clinic is obliged to carry out the treatment again, the clinic manager may refund any part or all of the treatment charge already paid by the patient.
- 7.2 If a patient/client has a valid complaint with regard to their experience in clinic, following an investigation by the clinic manager, the relevant delegated authority may refund any part or all of the fees paid by the patient in accordance with the authorisation levels in section 8.

## **8. DELEGATED AUTHORITIES**

Chief Operating Officer

- Determination of costs payable to the University

Provost

- Approval for the variation of fee schedules on a case by case basis where the University is affected
- Approval for special arrangements for clinics (in accordance with clause 1.4)

Pro Vice Chancellor (Health)

- Approval for special arrangements for clinics (in accordance with clause 1.4)
- Approval of fee schedules for treatments
- Approval for the variation of fee schedules on a case by case basis
- Determination of costs payable to the Griffith Health Group
- Variation to fee payable by an individual patient/client on a case by case basis where the total cost of the treatment exceeds \$2,500

Clinic Manager

- Variation to the fee payable by an individual patient/client on a case by case basis where the total cost of the treatment is less than \$2,500
- Resolving complaints from patients/clients relating to services or fees
- Writing off of fees up to \$500

Griffith Health Clinical Privileging Committee

- Approval for the practitioner to conduct clinical treatment within the Griffith Health Clinics.

## SCHEDULE 1 - SCHOOL OF DENTISTRY AND ORAL HEALTH (DOH) CLINICS

- 1) Dentistry and Oral Health (DOH) students will treat adults and children under the supervision of practising professional clinicians. In line with the School's philosophy encompassing prevention and holistic care, students will provide advice on prevention of dental disease, and will carry out examinations and the full range of dental treatment.
- 2) The School's professional staff members will initially assess patients/clients, explain the process for treatment by students under supervision, and obtain patient/client consent for treatment to be carried out. Any component of a patient/client's care which students are not sufficiently experienced to undertake will be completed by a member of the registered clinical staff from the School.

### Scope

- 3) This Policy applies to all treatment and associated work undertaken by staff members and students of the School of Dentistry and Oral Health:
  - (i) within any Griffith University Dental Clinic, and associated facility including Dental Laboratory; and
  - (ii) at any external location for which the University has a contract to provide oral health treatment and associated work.

### Setting of Fees

The management group referred to in section 4.5 will normally include the Head, School of Dentistry and Oral Health, the Deputy Head, School of Dentistry and Oral Health (Clinical Education), the Executive Officer Health, the Deputy Resource Manager (Health) (Finance), and any other staff member deemed by the PVC (Health) to be appropriate to the decision making process. The management group will make recommendation on all fees to be charged for treatment provided by Griffith students and Griffith staff who are approved to engage in Intramural Professional Practice and in Griffith Health-run clinics. Note, this policy does not apply to staff who are approved to conduct private practice (in accordance with the Private Practice Policy) who will set their own fees for provision of oral health services. The management group may recommend that technical laboratory fees may be costed directly to a patient/client in addition to the standard treatment fee schedules.

### Charging of Fees

- 4) All treatment carried out in a Griffith dental clinic and associated facility including dental laboratory will be on a fee-paying basis. In instances where there is an agreement in place with a government or business entity (e.g., Queensland Health) through which funding is provided to the Group in return for the provision of dental services to select patients, fees for treatment provided to eligible patients may be charged against the agreement as opposed to being charged directly to patients.
- 5) Staff who are supervising students to undertake clinical treatment (clinical supervisors/tutors) are responsible for ensuring that the students they are supervising correctly charge through and sign-off all dental treatment provided to each patient/client on the Dental Clinic Patient Management System at the completion of each patient/client's appointment.
- 6) All Students and Staff Members will use the Dental Clinic Patient Management System to set out treatment plans and determine associated fees for all patients/clients. Fees are predetermined in the Patient Management System following the process outlined in section 4 culminating in approval by the PVC (Health). Fees cannot be changed by staff or students. Fees will be determined before treatment commences. Patients (or the patients; legal guardian) will be asked to give their consent for treatment to occur on the understanding that fees will apply (in accordance with clause 3.4). Students will utilise the Patient Management System to charge the fees for treatments completed at each appointment.

### Warranty Period

- 7) All treatment carried out in a Griffith dental clinic and associated facility including dental laboratory provides a warranty period of one year for general dentistry procedures, and a two year warranty period for prosthetic services (including implants), provided that regular oral hygiene and maintenance check-up schedules are followed.

## **SCHEDULE 2 - PSYCHOLOGY CLINICS**

- 1) Provisionally registered post-graduate psychology students will assess and treat individuals across the lifespan under the supervision of fully registered clinical psychologists for a range of mental health problems.
- 2) Clients requesting to receive assessment or treatment by a provisionally registered post-graduate psychology student must be screened by intake staff and approved for assessment or treatment by the Director of the Psychology Clinic. The Director of the Psychology Clinic or a registered clinical psychologist acting in the Director role is responsible for assigning clients to provisionally registered post-graduate psychology students.

### **Scope**

- 3) This Policy applies to all treatment and associated work undertaken by staff members and students of the School of Applied Psychology:
  - (i) within any Griffith University Psychology Clinic
  - (ii) at any external location for which the University has a contract to provide psychological services

### **Setting of Fees**

- (i) The management group referred to in section 4.5 will normally include the Head, School of Applied Psychology, the Director of the Psychology Clinic, the Executive Officer Health, the Deputy Resource Manager (Health) (Finance), and any other staff deemed by the PVC (Health) to be appropriate to the decision making process. The management group will make recommendations on all fees to be charged for treatment provided by Griffith staff in Griffith Health-run clinics and Griffith students in any setting with the exception of:
  - a) Griffith staff who are approved to conduct private practice (in accordance with the Private Practice Policy) who will set their own fees for provision of psychological services.

### **Charging of Fees**

- 4) All treatment carried out in a Griffith Psychology Clinics will be on a fee-paying basis. In instances where there is an agreement in place with a government or business entity (e.g., Queensland Health) through which funding is provided to the Group in return for the provision of psychological services to select patients, fees for treatment provided to eligible patients may be charged against the agreement as opposed to being charged directly to the patients.
- 5) Under the supervision of the Psychology Office Administrator, provisionally registered psychology students are responsible for correctly charging clients who receive a service in the clinic. Reception staff are responsible for collecting monies, issuing receipts, and documenting the fees charged in the Psychology Clinic Patient Management System.
- 6) Fees are predetermined in the Psychology Clinic Patient Management System following the process outlined in section 4 culminating in approval by the PVC (Health). Fees cannot be changed by staff or students. Fees will be determined before treatment commences. Patients (or the patients' legal guardian) will be asked to give their consent for treatment to occur on the understanding that fees will apply (in accordance with clause 3.4).

## **SCHEDULE 3 – ALLIED HEALTH CLINICS**

- 1) Allied Health students (Physiotherapy, Dietetic, Speech Language Therapy, Occupational Therapy, Exercise Physiology) will treat adults and children under the supervision of practising professional clinicians or registered academic from the respective discipline. In line with the School's philosophy encompassing prevention and holistic care, students will provide advice on prevention of injury or disease, and will carry out examinations and the full range of management.
- 2) The clinics' professional staff members<sup>1</sup> will assess and treat individuals across the lifespan.

### **Scope**

This Policy applies to all treatment and associated work undertaken by staff members and students of the School Allied Health Sciences:

- (i) within any Allied Health Clinic
- (ii) at any Allied Health Clinic external location for which the University has a contract to provide services
- (iii) any Allied Health Clinic activated external to the location such as a Sports Carnival/Event.

### **Setting of Fees**

- (i) The management group referred to in section 4.5 will normally include the lead clinician of the respective clinic (i.e., representing the specific allied health discipline), the Director of Allied Health Clinics, the Executive Officer Health, the Deputy Resource Manager (Health) (Finance), and any other staff deemed by the PVC (Health) to be appropriate to the decision making process. The management group will make recommendations on all fees to be charged for treatment provided by Griffith staff in Griffith Health-run clinics and Griffith students in any setting with the exception of:
  - a) Griffith staff who are approved to conduct private practice (in accordance with the Griffith University Private Practice Policy) who will set their own fees for provision of allied health services

### **Charging of Fees**

- 1) All treatment carried out in a Griffith Allied Health Clinic will be on a fee-paying basis. In instances where there is an agreement in place with a government or business entity (e.g., Queensland Health) through which funding is provided to the Group in return for the provision of allied health services to select patients, fees for treatment provided to eligible patients may be charged against the agreement as opposed to being charged directly to the patients.
- 2) Fees are predetermined in the Allied Health Clinic Patient Management System following the process outlined in section 4 culminating in approval by the PVC (Health). Fees cannot be changed by staff or students. Fees will be determined before treatment commences. Patients (or the patients' legal guardian) will be asked to give their consent for treatment to occur on the understanding that fees will apply (in accordance with clause 3.4).

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<sup>1</sup> These clinicians must be registered with either their applicable registration authority (e.g., APHRA) or, in the instance where the clinician's profession is not registered with a registration authority (e.g. Dietitians and Speech Language Therapists), hold acceptable qualifications as approved by the Griffith Health Clinical Privileging Committee.