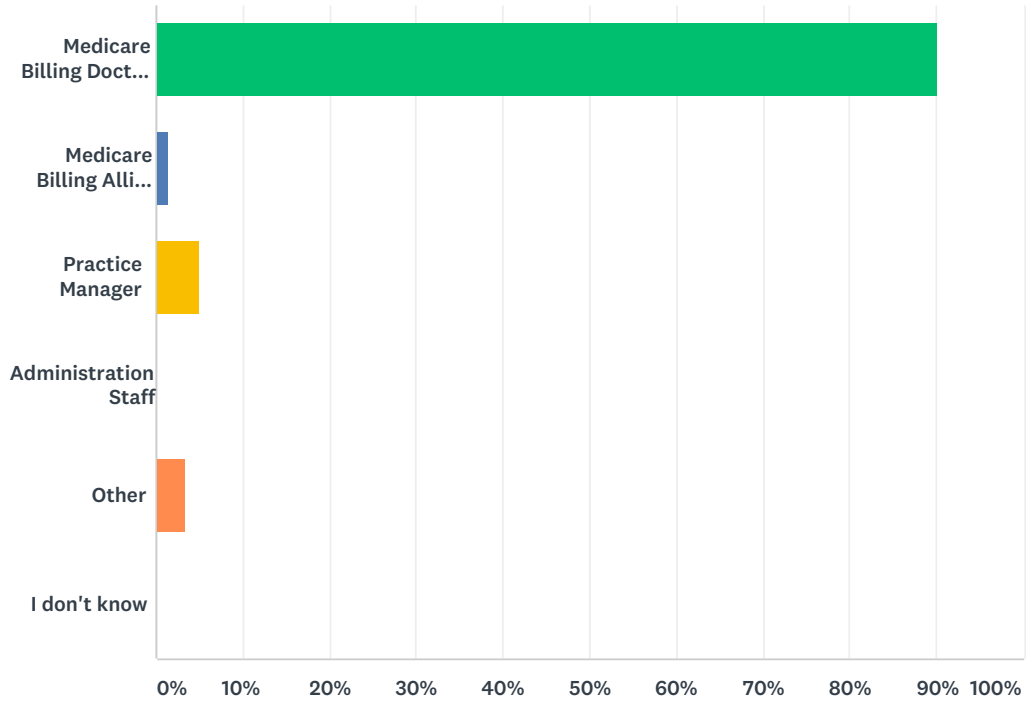


Q1 Firstly, what is your role?

Answered: 215 Skipped: 0



ANSWER CHOICES	RESPONSES	
Medicare Billing Doctor Provider	90.23%	194
Medicare Billing Allied Health Provider	1.40%	3
Practice Manager	5.12%	11
Administration Staff	0.00%	0
Other	3.26%	7
I don't know	0.00%	0
TOTAL		215

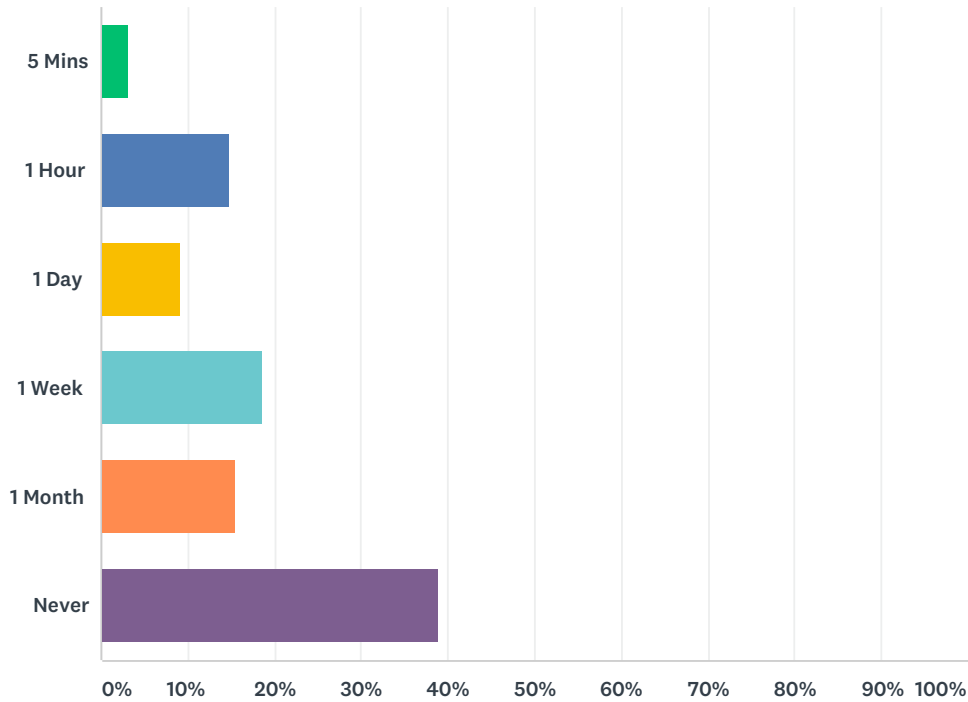
Does the Australian Medicare Benefits Schedule Hotline Support help you?

Q2 How many years have you been working in your role?

Answered: 214 Skipped: 1

Q3 What is the average wait time for a clear and consistent answer by phone or in writing?

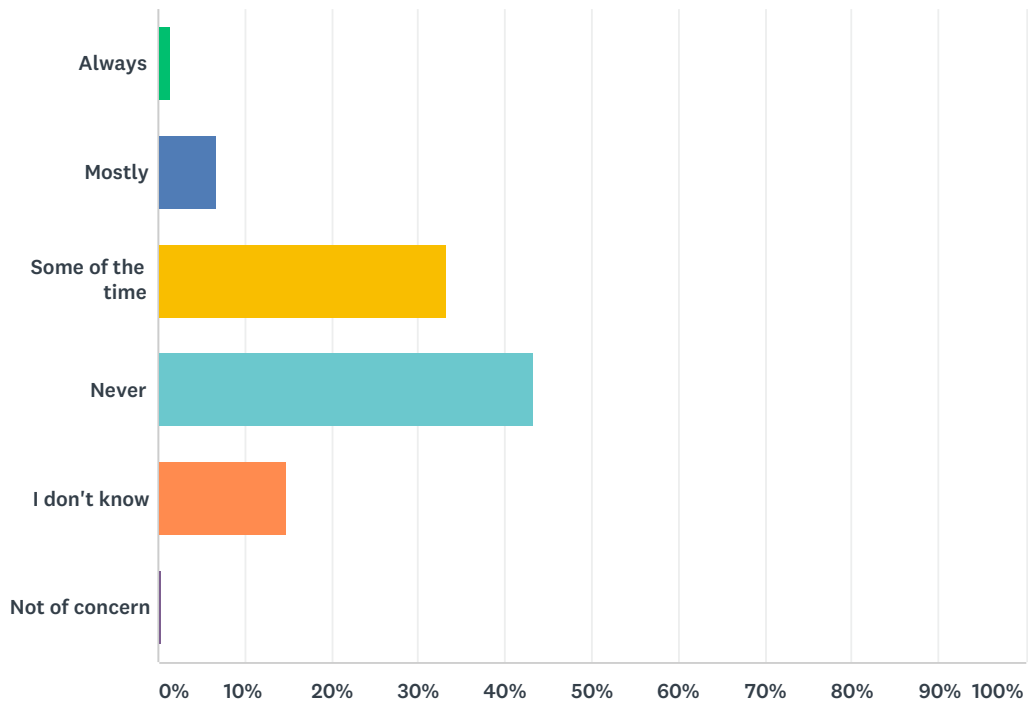
Answered: 162 Skipped: 53



ANSWER CHOICES	RESPONSES	
5 Mins	3.09%	5
1 Hour	14.81%	24
1 Day	9.26%	15
1 Week	18.52%	30
1 Month	15.43%	25
Never	38.89%	63
TOTAL		162

Q4 Do you think Medicare provides clear, accurate, consistent and Medicare audit reliable information?

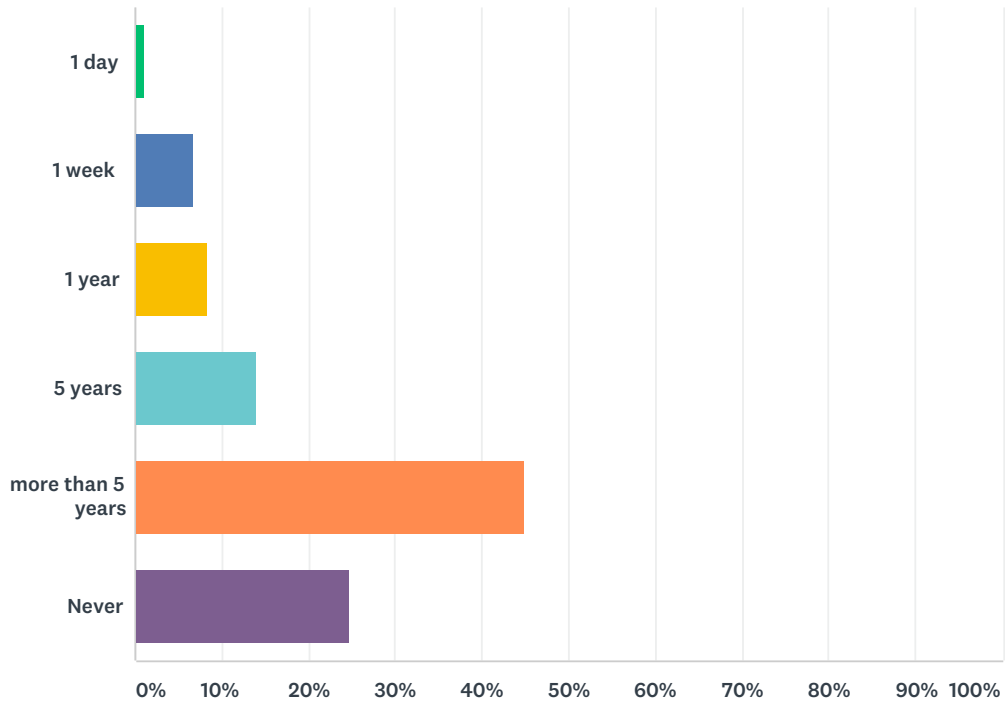
Answered: 208 Skipped: 7



ANSWER CHOICES	RESPONSES	
Always	1.44%	3
Mostly	6.73%	14
Some of the time	33.17%	69
Never	43.27%	90
I don't know	14.90%	31
Not of concern	0.48%	1
TOTAL		208

Q5 How long have you experienced a problem with Medicare support?

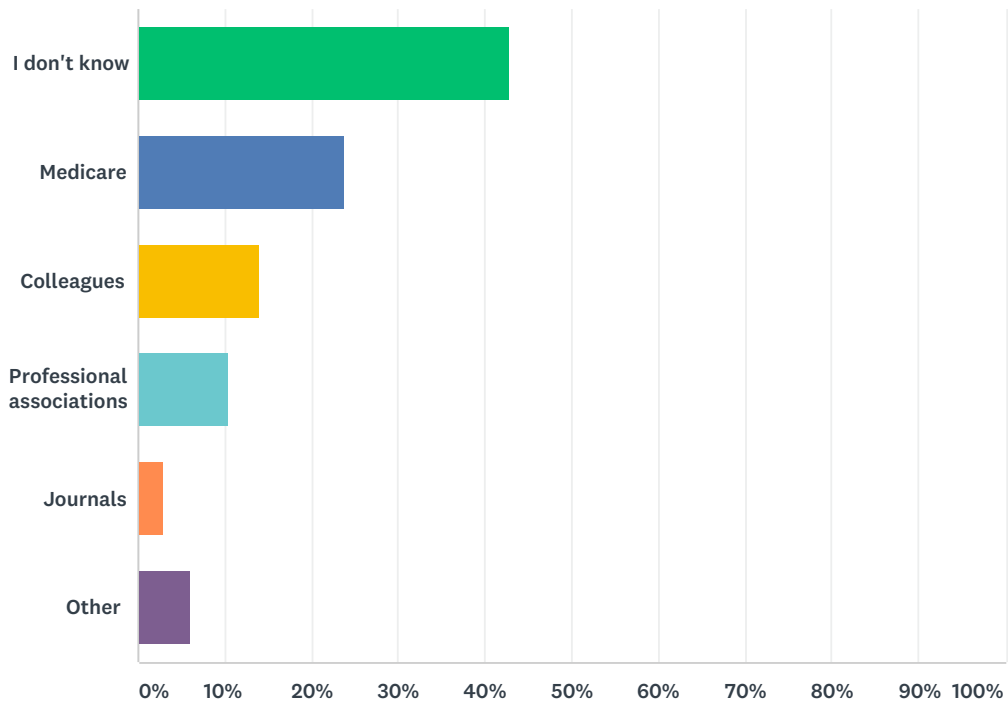
Answered: 178 Skipped: 37



ANSWER CHOICES	RESPONSES	
1 day	1.12%	2
1 week	6.74%	12
1 year	8.43%	15
5 years	14.04%	25
more than 5 years	44.94%	80
Never	24.72%	44
TOTAL		178

Q6 What Medicare authorised audit proof 'clinically relevant' guidelines do you use?

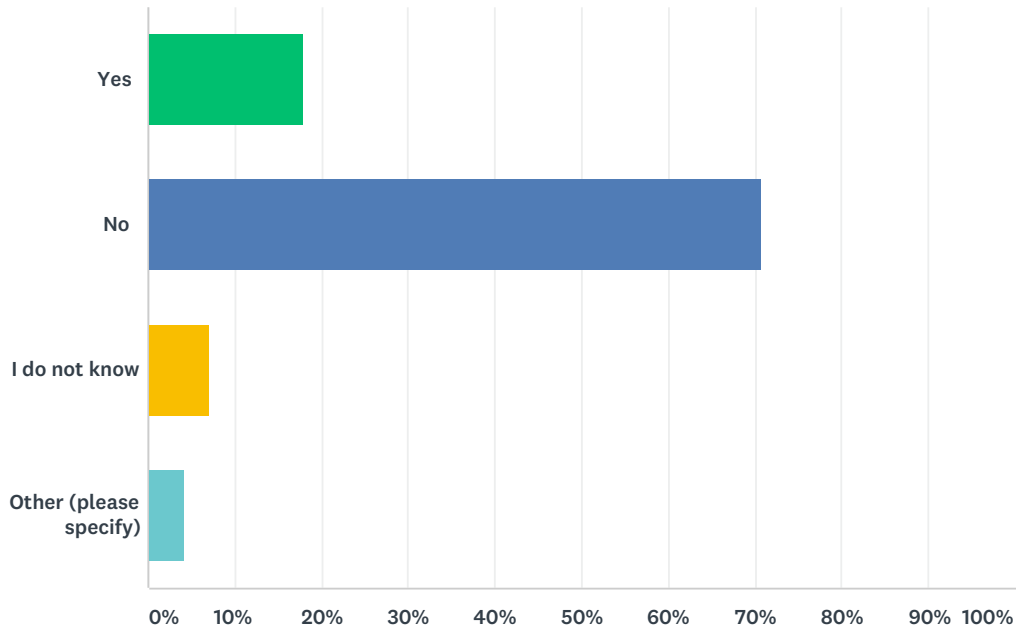
Answered: 201 Skipped: 14



ANSWER CHOICES	RESPONSES	
I don't know	42.79%	86
Medicare	23.88%	48
Colleagues	13.93%	28
Professional associations	10.45%	21
Journals	2.99%	6
Other	5.97%	12
TOTAL		201

Q7 Do you think it is fair healthcare workers are prosecuted for not complying with non-existent or unclear "clinically relevant" and commonly agreed peer-reviewed standards that may not have been published? Currently little or no up to date, consistent and centralised national or international standards exist See British Medical Journal of Australia, Volume 7, Issue 10, STANDING Collaboration: a study protocol for developing clinical standards

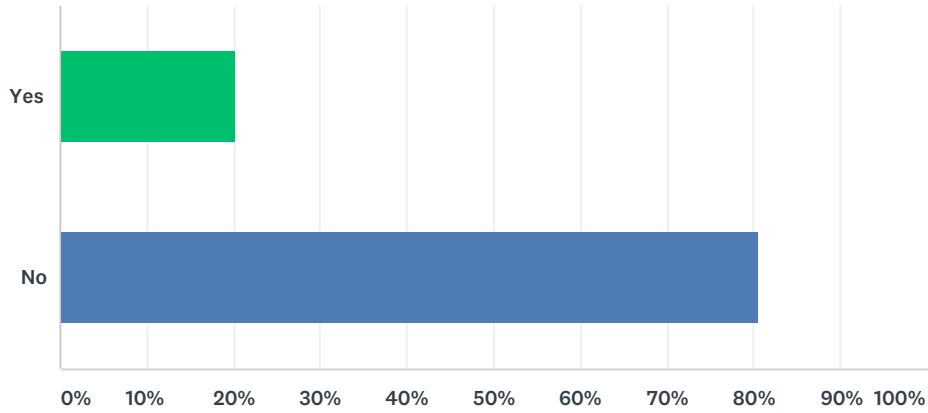
Answered: 212 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	17.92%	38
No	70.75%	150
I do not know	7.08%	15
Other (please specify)	4.25%	9
TOTAL		212

Q8 Do you think it is appropriate to report a provider without consulting them for inappropriate billing that does not meet 'clinically relevant' standards?

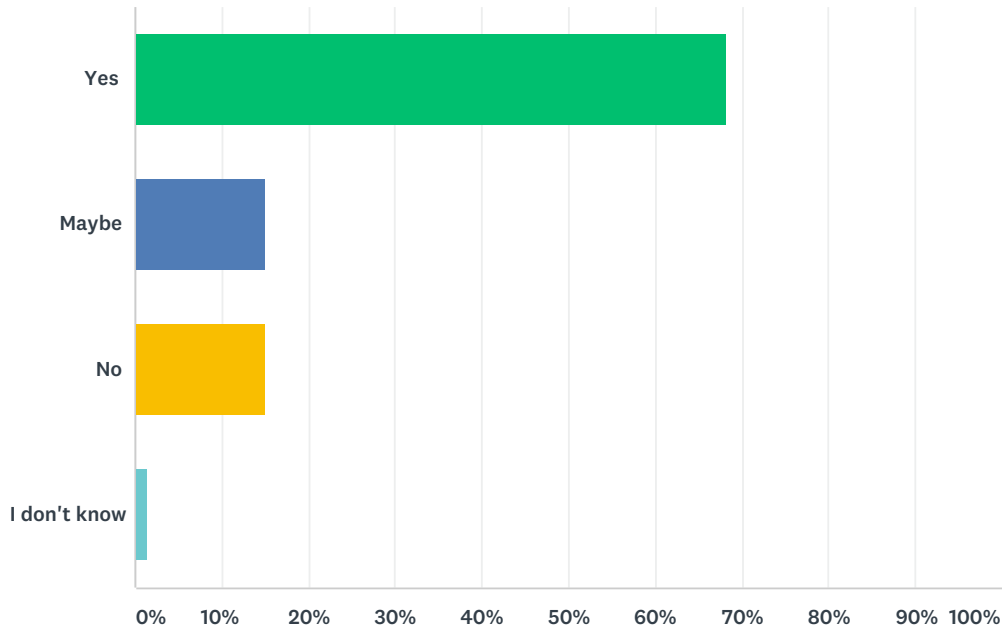
Answered: 211 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	20.38%	43
No	80.57%	170
Total Respondents: 211		

Q9 Does the uncertainty of Medicare rules and audit activity affect the care that you provide to patients?

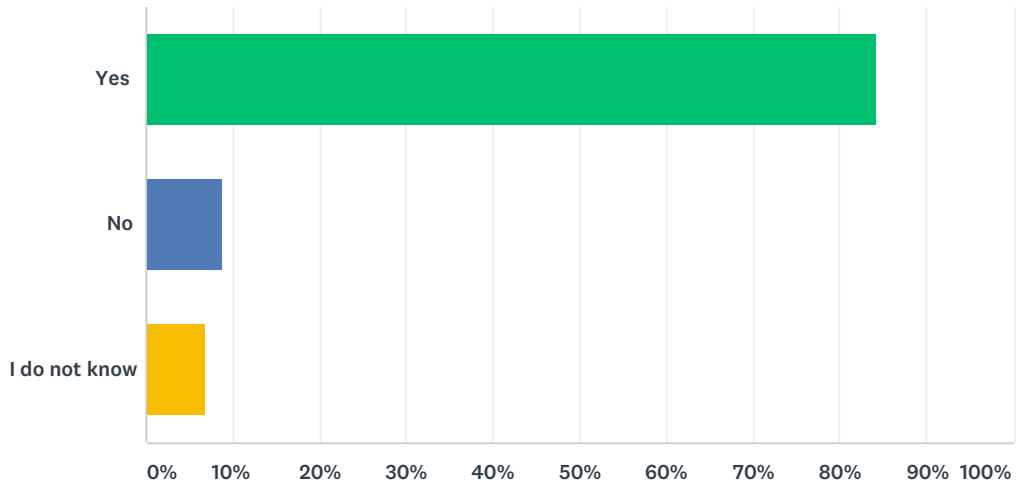
Answered: 211 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	68.25%	144
Maybe	15.17%	32
No	15.17%	32
I don't know	1.42%	3
TOTAL		211

Q10 Should there be internationally centralised access to peer-reviewed, commonly agreed clinically relevant standards that you can rely on?

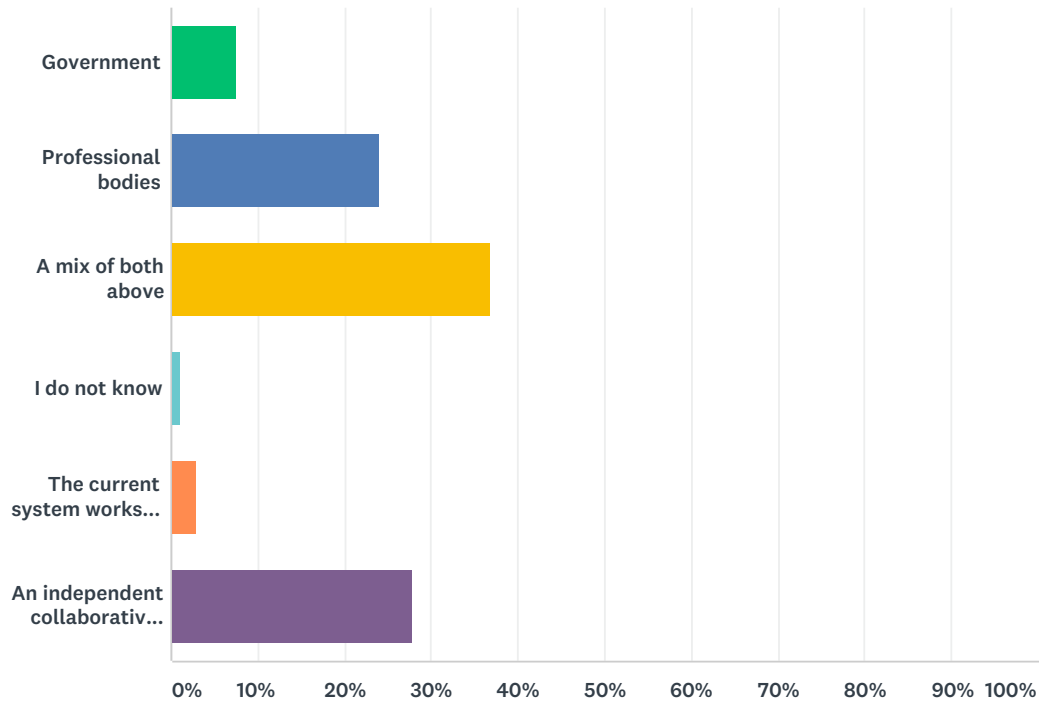
Answered: 204 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	84.31%	172
No	8.82%	18
I do not know	6.86%	14
TOTAL		204

Q11 Do you think it is the primary role of the healthcare professional bodies or the Government to set, teach and enforce clinical and ethical standards?

Answered: 212 Skipped: 3



ANSWER CHOICES	RESPONSES	
Government	7.55%	16
Professional bodies	24.06%	51
A mix of both above	36.79%	78
I do not know	0.94%	2
The current system works, there is no need to change.	2.83%	6
An independent collaborative not for profit support body should be set up, for example, an international healthcare standards and ethics board.	27.83%	59
TOTAL		212

Does the Australian Medicare Benefits Schedule Hotline Support help you?

Q12 Other Comments Thank you for completing this survey.

Answered: 64 Skipped: 151