



# Medical Costs Finder Specialist FAQs

Answers to common questions raised by medical specialists about participating in the [Medical Costs Finder](https://medicalcostsfinder.gov.au) ([medicalcostsfinder.gov.au](https://medicalcostsfinder.gov.au))

## What is the Medical Costs Finder?

The Medical Costs Finder is a website developed by the Department of Health and Aged Care (the department). It was designed with doctors, to give patients early and reasonable expectations about their private health care.

The website educates patients about the private health system and typical costs of common private specialist services.

## What are the objectives of the Medical Costs Finder?

The objectives of the Medical Costs Finder website are to increase transparency of the costs of private healthcare and support the informed financial consent process.

The website can equip patients with an early and better understanding of the fees, costs and different benefits associated with the provision of their healthcare.

## Why should I participate?

Your participation would:

- Help patients understand the different factors that affect their private health treatment costs.
- Prepare patients to have an informed discussion about fees.
- Contribute to greater out-of-pocket costs transparency for patients across Australia.

## What will be published about me and where will it come from?

Specialist information on the website is entered, owned, and controlled by the individual specialist or their practice staff.

Specialist profiles will show at least one service at the specialist's primary practice location and its indicative fee. Specialists must also provide their credentials, qualifications, and years of experience.

This information can be expanded on to include additional locations, services, fee and gap arrangements and profile information.

Specialists can edit their information or pause their account at any time.



# Specialist FAQs (cont.)



## How can I provide one fee when it varies between patients and depends on many factors?

Medical specialists will only list their indicative fees from a relevant list of typical services, along with any private health insurance gap arrangements.

Importantly, the website states that only indicative fee information is displayed and for patients to always speak with a specialist. The website enables patients to have a more constructive and informed cost conversation and actively participate in the informed financial consent process with their doctor.

## What assurances are in place to ensure information on the website is accurate and up to date?

The website relies on specialists or their practice staff to provide information that is true at the time of entry.

Specialist public profiles have a timestamp to indicate when fees were last updated.

## Why isn't the preview page loading?

If you have ad blockers in place, you may not be able to load the preview page. You can enable pop-ups for the Medical Costs Finder in your settings.

## Why am I getting an error when I invite my practice staff?

If your practice staff's email is the same as your PRODA email address, you will get an error and won't be able to invite them.

You can invite your practice staff using their unique PRODA or myGovID email address.

## Could participation and publishing of individual specialists' fees be classified as anti-competitive behaviour?

The department has investigated this matter with the Australian Competition and Consumer Commission (ACCC).

Medical specialists' provision of pricing information to the department for publication on the website is unlikely to raise competition concerns.

The ACCC's position is available on the Medical Costs Finder portal's [help page](https://medicalcostsfinderportal.health.gov.au/SignIn?HelpGuide=1) ([medicalcostsfinderportal.health.gov.au/SignIn?HelpGuide=1](https://medicalcostsfinderportal.health.gov.au/SignIn?HelpGuide=1)).

## Participate now

Go to the [Medical Costs Finder portal](https://medicalcostsfinderportal.health.gov.au) ([medicalcostsfinderportal.health.gov.au](https://medicalcostsfinderportal.health.gov.au)).

## Contact us

[OOPTransparency@health.gov.au](mailto:OOPTransparency@health.gov.au)  
[mcfportalsupport@health.gov.au](mailto:mcfportalsupport@health.gov.au)

