



YOUR DERMATOPATHOLOGY

at Kossard Dermatopathologists

Dear Patient,

Your doctor has collected one or more skin samples from you, and recommends that we examine and write a skin pathology report on them.

Your doctor recommends our specialist dermatopathology service to you because:

- ✦ we have a team of highly experienced senior Australian specialist pathologists, led by a dual-qualified specialist pathologist and clinical dermatologist
- ✦ our team operates a highly specialised, state-of-the-art, dedicated dermatopathology laboratory based in Macquarie Park, Sydney
- ✦ our highest priority always is to provide you and your doctor with the most clear and accurate skin pathology reports
- ✦ our team of Dermatopathologists confer with each other daily to provide second and third opinions to you and your doctor when desirable, at no extra cost to you
- ✦ we strive to provide you and your doctor with service excellence, and
- ✦ we know and understand your doctor, and what your doctor wishes to know from us when seeking our expert dermatopathology opinion.

Common skin pathology service questions:

Q Why do Kossard Dermatopathologists charge for their services?

A Government-determined Medicare Rebates for skin pathology services have steadily declined for decades. Unfortunately, the amount that Medicare reimburses you for our services is no longer by itself enough to fund the high quality of diagnostic skin pathology which you and your doctor deserve.

Q How will I receive your invoice?

A In the mail. The invoice will provide a range of payment options available to you.

Q How much of the invoice will I pay personally?

A This varies depending on the number and type of samples of your skin which your doctor refers to us, and on our findings when we examine them. The 'gap expense' is the difference between what we charge you, and what Medicare will reimburse you for our services. For most patients, the gap expense will be approximately \$50. More unusual or complex diagnoses may result in a higher gap expense, up to an amount approximately equal to the amount which Medicare will reimburse you for our service after you present our paid invoice to Medicare.

Q What can I do if I cannot afford to pay your invoice or the gap expense?

A Please contact our Accounts Department directly on 02 9005 7055 and mention you are a Kossard patient. We will discuss payment options with you. If you are not satisfied with these options, please contact our laboratory administrators directly on 02 9005 7111. We will do everything within our power to ensure you are satisfied that you pay only that amount which;

* you can reasonably afford, and

* which you consider is justified by the level of service we provide to you.

We look forward to providing you and your doctor with our specialised knowledge and expertise in skin pathology.

Yours Sincerely

Professor Steven Kossard

Director of Dermatopathology

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