

To whom it may concern,

4/4/12

I am writing to express my views on the recent ordeal concerning the Medicare Chronic Disease Scheme .

I initially began accepting patients with this Medicare benefit to assist them to receive essential dental treatment that they couldn't afford.

I am currently being audited as are several of my colleagues. I find it to be extremely unreasonable as I have already provided the dental treatment which includes many other expenses such as materials, lab fees ,staff wages, rent and utility costs to these patients , out of good will .

On commencement of this scheme, information regarding the procedures of documenting quotations and treatment plans was very limited and vague. Also consequences and or warnings of penalties was not made clear or apparent at all for any failure to provide certain paper works.

With regards to patients; they are not at all affected by my providing them with reports and treatment plans, many of them throw these reports in the rubbish and/or don't even read English, they are more concerned with having their treatment done than receiving all the formal paperworks. This is because they are not out of pocket and because I explain the treatment options and they have given permission.

The current auditing that is taking place has had immense impact on myself, my colleagues and my staff. It has caused a lot of stress and anxiety as the outcome of the audit would have considerable impact on their future careers, my business and financial status. I have reduced the amount of medicare scheme patients I am accepting as I am now quite apprehensive as to the consequence of making an unintentional error in the process which in turn has resulted in many unhappy patients, and a considerable impact on my business' reputation and success.

Kind regards

Dr Ahmed Bagdadi