

Dr. Dhaval Gandhi

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TO WHOM IT MAY CONCERN

Hi I am Dr. Dhaval Gandhi. I am ADC graduate overseas dentist. I Migrated to Australia with my family in 2007 and start practicing as a dentist in Australia since 2008. I was new to the country and profession in Australia. I have started to work with community health for 1 year and then start practicing privately since 2009.

The first Private practice I have worked as part time few hours a day that clinic use to see few patients under Medicare scheme. There were few dentist uses to work in that practice. Practice manager over there didn't explain anything about the plan or any requirement. I suppose they were not aware about that as well.

I have started another private practice in with senior dentist who have 30 years of work experience. He use to see few patient under Medicare scheme but he did not have any idea about paperwork, and did not explain anything to me as well. After reading newsletter from ADA we realise this is paperwork Ada asking to provide for the patient under Medicare scheme. We realise that in approximately March 2010. By that time we haven't receive anything from Medicare regarding section 10 requirement until that time. However, we started doing paperwork to meet requirement.

I have seen few patient with DVA before I started to see patient under Medicare funded scheme in that we don't have to give any paperwork for that and I didn't participate in any Medicare scheme before so don't have any ideas about that.

I have received letter from Medicare around September 2010.

I been audited for the services i have provided from Medicare. I am practicing in country town where there are lots of elderly patient. Many patients come from lower socioeconomically status and have chronic illness and they also on healthcare card or pension card who cannot afford dental treatment otherwise. Many patients have received comprehensive treatment from me and they are very happy with the services i have provided. And that have good impact in their life style.

I have tried to comply with all paperwork when i realise about the requirement but there might be few administrative error because initially my secretory use to do all paperwork. After few months i started to all paperwork myself so try to minimise the administrative error. There is no adverse effect on any patient where i have missed some paperwork.

Since I have received an audit letter from Medicare me and my family undergoing lots of stress. It affects our personal life. I have started to provide service to patient in good faith but after receiving letter from Medicare i do not trust in the system.

Because I have not done anything wrong for my patient and don't expect to treat this way from Medicare. I believe we should be educated and not penalised.

I don't have positive experience with Medicare so far. In future any Medicare funded scheme i will be very careful before i will start to participate in any future schemes.

I would like the Committee to take this under review when reviewing the new legislation.

Regards,

Dr Dhaval Gandhi