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To whom it may concern,

I am a general dental practitioner in suburban Melbourne.

When the CDDS was proposed I had some significant reservations about joining the scheme, however the possibility of providing help to those in need became an overwhelming motivation. Medicare (as they are wont to do) provided voluminous instructions on the compliance requirements for the scheme. A summary of them seemed to be that the patient had to be fully informed (including the financial and time costs – which is, of course what we do for all our patients) and the doctor had to be kept up to speed. These seem to be fairly sensible requirements. Not having had any experience previously in any Medicare schemes, we were not to know that there were some preposterously pedantic elements to these requirements. For instance, I understand that some of my colleagues are in breach (and have been instructed to repay all monies) purely because the letter that they had sent to the medical practitioners were not correctly filed and recorded by the medical practitioner! As I said, this is preposterous!

Once or twice I have attempted to contact Medicare and found that after a half hour on hold that I couldn't continue to wait for someone to answer the phone.

At our practice we have a set of procedures to comply with even the most pedantic of the requirements, but I am fearful of going through the trauma of an audit, as it would appear that very few people are given a "clean bill of health".

I have treated relatively few patients under this scheme, although I do believe the scheme to be helpful for these people. I do however believe that the scheme could be very much better targeted than it is.

I personally know of several dentists that have been audited and have found this process to be a most stressful experience. These are people of the highest integrity who I am very sure will not have abused the system, although it would appear some technical administrative errors may have been made.

I urge you to address the concerns raised by the ADA and to review your practices. If not I am certain you will find it difficult to get dentist to participate in any future Medicare funded schemes.

Yours Sincerely

Dr Brendan Moore