



# Listings Report

## National Dermatologist Listings

October 2024

## Who we are

Cleanbill is a healthcare directory with one simple aim: to increase healthcare accessibility.

We believe that healthcare is at its most accessible when you can see all your options and their costs before making a booking.

So, Cleanbill shows you just that.

## What we do

We collect basic background, pricing, availability, location and contact information for every single healthcare practice of a given speciality in a given area.

Then we put it all on [cleanbill.com.au](https://cleanbill.com.au).

Users in that area can then search Cleanbill to find every single healthcare practitioner around them and filter those results by the price of their basic services. So, in one simple, free search on Cleanbill, users can find a practitioner who meets all of their affordability and availability criteria without ever having to pick up the phone.

## What this report is

For the past two years, Cleanbill has listed and published data on every general practice (GP) and dental clinic we've been able to find nationally. Over 13,000 of them.

It's been a pretty big undertaking. And it's helped tens of thousands of Australians find affordable, available healthcare around them.

But it's not enough.

Australians need to see specialists too. So, we've started collecting information on them as well.

In late September, Cleanbill started listing full information, including pricing information, for every dermatologist we could find in Australia on our directory.

Unlike with GPs and dentists, we listed dermatologists by practitioner, rather than by clinic. But dermatologists often practice out of more than one clinic and each clinic has different pricing arrangements.

So, this Report outlines the cost of visiting a dermatologist at each of the 280 dermatology clinics we were able to find nationally, before showing how these prices break down for each of the states and territories.

## What the data means

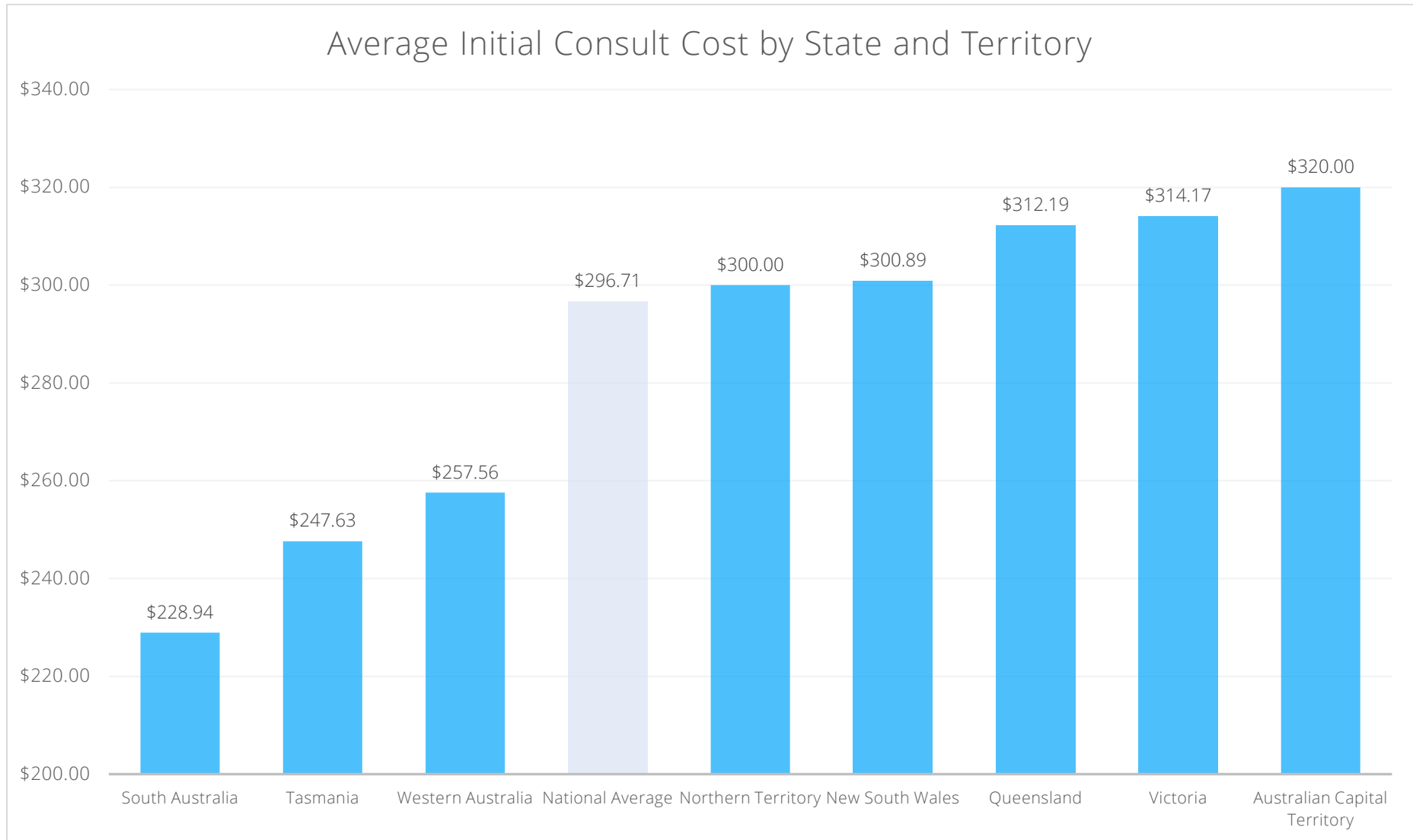
Cleanbill's data reflects its listings; it aims to provide the best understanding of what every dermatology clinic around you would say if you, as a regular adult, asked for their pricing and availability information for a non-hospital, initial and follow-up consultation. With this in mind, the definitions of the terms in this Report are as follows:

- Clinics listed – this is the total number of clinics that Cleanbill lists in its database for the given jurisdiction.
- Availability rate – this is the total number of clinics in the jurisdiction that were taking on new patients when we called, divided by the total clinics for which we were able to get a quote (this is slightly less than the total clinics listed – refer to Note i).<sup>i</sup>
- Average Initial Consult Cost – this is the average total cost of a non-hospital initial consultation (MBS Item 104) for an adult patient amongst all clinics in the jurisdiction. The current Medicare rebate for this item is \$84.15.
- Average Follow-up Consult Cost – this is the average total cost of a non-hospital subsequent consultation (MBS Item 105) for an adult patient amongst all clinics in the jurisdiction. The current Medicare rebate for this item is \$42.30.

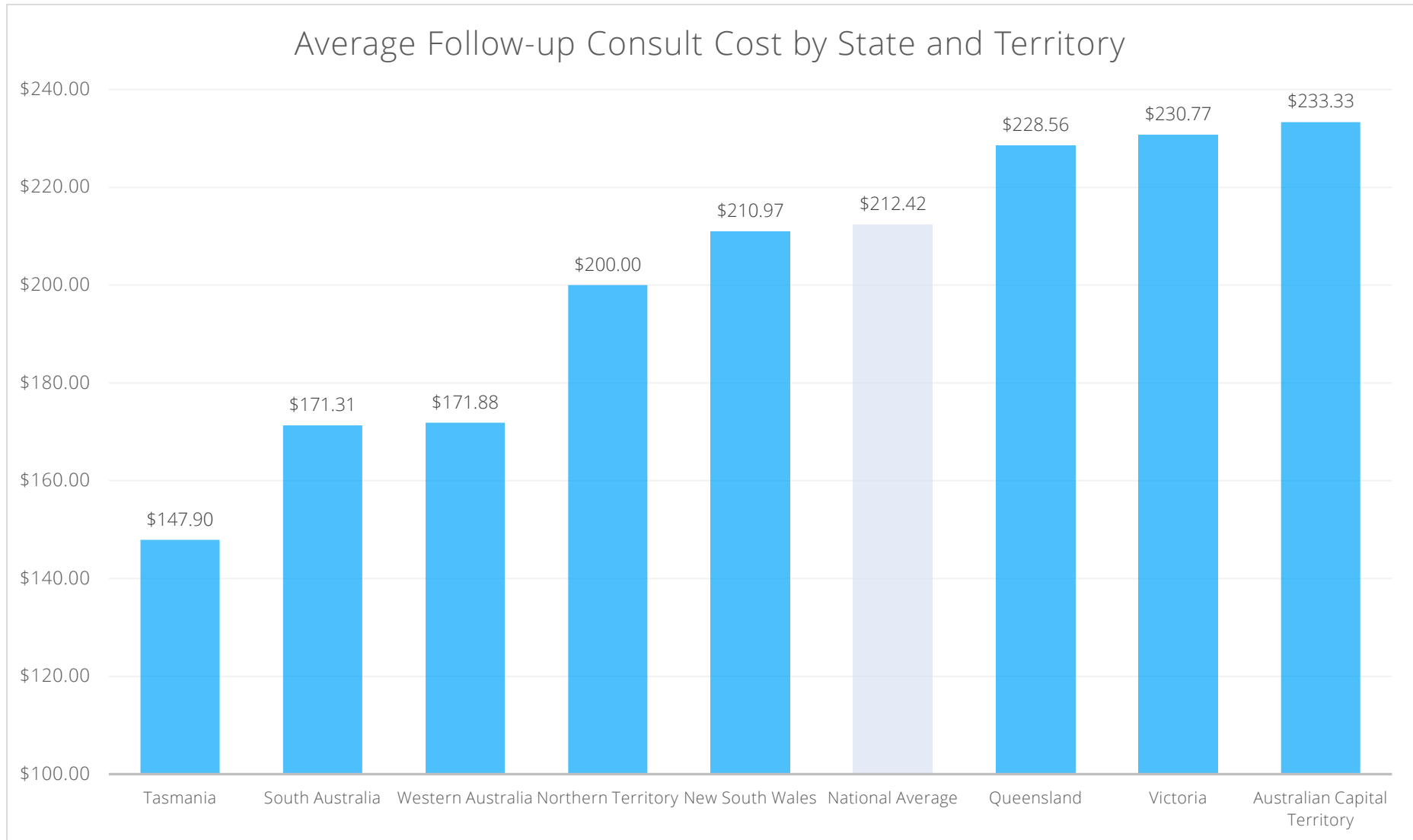
## 2024 Overview

Area	Clinics	Availability Rate	Average Initial Consult Cost	Average Follow-up Consult Cost
National	280	96.7%	\$296.71	\$212.42
New South Wales	101	97.0%	\$300.89	\$210.97
Victoria	72	97.1%	\$314.17	\$230.77
Queensland	54	94.4%	\$312.19	\$228.56
Western Australia	26	100%	\$257.56	\$171.88
South Australia	19	94.7%	\$228.94	\$171.31
Tasmania	4	100%	\$247.63	\$147.90
Australian Capital Territory	3	100%	\$320.00	\$233.33
Northern Territory	1	100%	\$300.00	\$200.00

## 2024 Breakdown – Average Initial Consult Cost



## 2024 Breakdown – Average Follow-up Consult Cost



## Conclusion

This Report is the first in Australian history to provide a [nationwide insight](#) into dermatologist billing trends at the [individual appointment level](#).

The trends it identifies are both [expected](#) and [worrying](#).

Expected because, just as with dentists and GPs, [South Australia is the least expensive](#) jurisdiction in the nation to access care, while the [Australian Capital Territory is the most](#).

But the figures in this Report are also worrying because of their [magnitude](#).

Nationally, the total cost of an initial dermatologist consultation sits at [almost four times the Medicare rebate](#) for that service. And a follow-up consultation costs [more than five times as much as Medicare will cover](#).

Private health insurance [does not cover](#) these consultations. So, the entirety of the out-of-pocket cost has to be [paid by the patient](#).

In these circumstances, it's easy to see why [11% of Australians](#) over 15 didn't go to see a specialist in 2022-23 because of [concerns surrounding cost](#); up from 8% in 2021-22.<sup>ii</sup>

This [should not be happening](#).

If out-of-hospital healthcare is to be accessible for all Australians, a service that helps people find available doctors who they can afford around them is no longer a luxury; [it's a necessity](#).

Without Cleanbill, no such service exists.



## Notes

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<sup>i</sup> Occasionally Cleanbill calls clinics and is not provided with pricing or availability information. This is because:

- The clinic refuses to provide any pricing or availability information when called; or
- Cleanbill can confirm the clinic exists but has not been able to reach it despite multiple calls during regular business hours.

Clinics that fall into this group are taken to have not provided a quote and are indicated as such on their Cleanbill listing. For data aggregation purposes, these clinics are removed from the total clinics in a jurisdiction before calculating that jurisdiction's availability rate. In this listing data collection, there were 5 clinics nationally (~1.8%) that fell into this group.

<sup>ii</sup> <https://www.abs.gov.au/statistics/measuring-what-matters/measuring-what-matters-themes-and-indicators/healthy/access-health-services#:~:text=Delays%20due%20to%20cost&text=11%25%20of%20people%20aged%2015,%2D22%20and%202013%E2%80%9114>.