

5TH May,2015

TO WHOM IT MAY CONCERN

I am writing to several Health organisations to alert you obvious Fraud within this 'Emergency Dept', at St Vincent's Hospital, Toowoomba.

I am going to be anonymous for obvious reasons. I am a receptionist at TPEG (Toowoomba Private Emergency Group) and rather sick of watching fraudulent activity and taking money from totally oblivious patients.

I am sending a copy of this too Medicare, PHA (Private Healthcare Australia) and DVA (Department of Veteran Affairs)

Please take these allegations serious.

A few examples that I watch from day to day are

If a patient is too admitted to hospital but for whatever reason cannot get a bed at St Vincnets and needs to be transferred to either another hospital either St Andrews or the Toowoomba Base hospital, St Vincent's charges the patient one days admission of the private health fund to St Vincent's even though they don't put one foot into the hospital and the patient is not aware of this.

On several occasions item numbers are forged for extra items although it has not occurred. I actually asked one practice manger if that was allowed and she stated no but it saves time and occasions bills are incorrect and instead of giving refunds to patients, Item numbers are again changed. This occurs by either Sue Anderson or Narelle Burrows in the office.

If patients don't pay on the way out it is out individual responsibility to chase up the money. We get a list of numbers of bad debt and we have to phone. If people argue with the bill we are told not to put it out to office.

On many many occasions for many years DVA patients come in and one DR Peter Burrows, 2308444XPAB53 just bills patient before he sees them, it is always Level 4 consultations no matter how long he is with patients and its never more then 10minutes and here in the private sector, nurses do bloods, ECGs, catheters etc and the Dr gets the money. Myself and many others have heard him say, I need a new shed, makes the ching ching sound and laughs..

Just in April there was a DVA patient staying in the Emergency department all night as there was no ambulance available to take him back to nursing home, He wasn't given any further care by the Dr and when this DR Burrows heard he was staying all night, he told me to add him the the 'queue' after midnight as though he represented and charged him double fees.

Patients are told that if they need to return for a review or dressing that there is no further charge but this is in correct as they access there Medicare card and Bulk Bill. There are many incidents that could take along time. I am losing sleep over this and want someone to investigate.

It is a good establishment but this same Dr changes the clock on the computer to make sure patients are seen within the allocated time set by the Australian Triage, he manipulates allots and the comments he makes is disgraceful.

Thank you