

# Please take a seat, your session starts soon.

#### **Acknowledgement of Country**

Best Practice Software acknowledges the Traditional Custodians of Country throughout Australia and recognise their unique cultural and spiritual relationships to the land, waters, and seas and their rich contribution to society. We pay our respects to ancestors and Elders, past, present, and emerging.

Best Practice Software respects Māori as the tangata whenua and Treaty of Waitangi partners in Aotearoa New Zealand.

Right: Ginmine design from corner, radiating outwards.

Designed for the Bp Bundaberg Operations Hub Mural Project, 2021

Artist: Nicole Wone

Addresses themes of: Evolution – Adaptation of Universe and traditional Indigenous beliefs across the globe.

Beginning of time, darkness. Movement in the cosmos. Rainbow Serpent – Creation being. Ancestral lineage without our DNA



# SUMMIT 2025

# Sean Fincham CA & Kelly Chard CA

Smooth sailing, making service fees an easy process for your practice



# Smooth sailing, making service fees an easy process for your practice



#### Sean Fincham

Sean Fincham is Cubiko's Chief Financial Officer, overseeing financial operations with deep expertise in management and strategy. He brings extensive experience helping businesses achieve stability and growth. At Cubiko, Sean ensures financial practices support the company's mission to help General Practices deliver better patient care.



#### Kelly Chard

Kelly Chard is the founder of GrowthMD, a specialist accounting and business advisory firm dedicated exclusively to the healthcare industry. Passionate about empowering healthcare businesses, Kelly provides tailored solutions that help medical practices grow, operate efficiently, and navigate the complexities of the industry



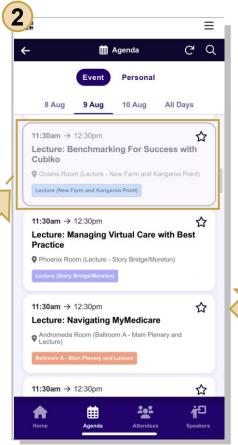
# Ask any questions using The Event App

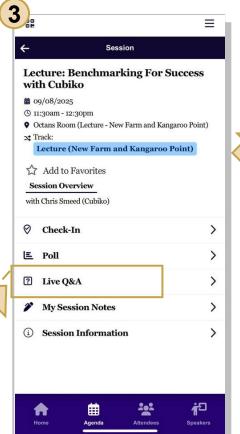


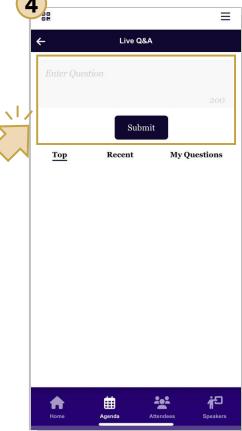
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Smooth sailing, making service fees an easy process for your practice

# The GP landscape is changing



More GPs are seeking flexible work arrangements



Competition between practices is increasing



New payment models and changes to flow of funds are introducing new challenges and opportunities



Younger GPs are asking for clearer contracts and data transparency

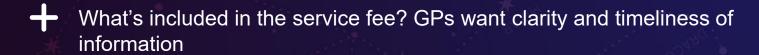


Practices are expected to offer more than just a room and a nurse





## GPs are looking for more than a percentage





Requests for tailored arrangements (e.g. Weekend work, fees relevant to the nature of the service)

Expectations around fairness and consistent disbursements





### Why this matters to your practice?



- Admin burden and errors can affect relationships, efficient systems release PM's and finance teams for highest and best use of time
- Adopting systems that allow for customisation with ease helps meet increasing GP needs without losing control
- Strong systems reduce tension and improve trust
- Provide cashflow security and insight during fee run periods





# What's at stake if we get it wrong?

- Admin time spent checking and fixing errors
- Tension with GPs around unclear payments
- Disputes over calculations or inclusions
- Of Difficulty in onboarding new doctors confidently





## The real world opportunities in improved workflows

- Structuring practitioner favourable arrangements to provide an advantage in recruiting new practitioners
  - Reduced service fees for first three months while a practitioner builds a patient base
- Incentivise practitioners to extend trading hours contributing to practice sustainability
  - Structuring fair arrangements for weekend and after hours consults
- Adopting shorter fee run periods (weekly) providing cashflow benefits and increasing transparency for practice and practitioner





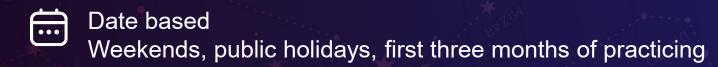
# The real world opportunities in improved workflows

- Retention: remove administrative burden and allow for regular renegotiation with your highest performing practitioners
  - Introduction of service fee thresholds rewarding high performance
- Automation in providing practitioners document sets that go beyond the power of excel
  - Quarterly & Annual summaries provided to assist with compliance lodgements
- Providing practitioners great transparency in the composition of their income and service delivery improving performance and health outcomes





# Common building blocks of custom fee rules



Time based for after-hours or session-based variation

Item based for specific custom or MBS items and connected bulk billing incentives

Location based RACFs, home visits, aged care consultations





### How do we get more value out of this process?



Remove manual calculations and release prepares from admin



Documents designed to provide the practice and practitioner absolute transparency



Empower users to negotiate fair and competitive contract terms and conditions



Maintain a complete audit log that can be accessed and shared at anytime





## Implementing a more modern workflow

Practical steps for your practice



Identify common fee types, services requiring greater support provided by the practice and structure custom rules

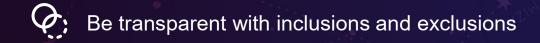
Build workflows around regular practitioner communication and negotiation

Automate calculation steps, document generation and practitioner communication Create visibility for admin, owners finance and GPs through comprehensive documentation





# Achieving fairer agreements



Align fees with actual service costs and support levels

Regularly review and communicate changes

Use data to back up decisions





# Key themes

Turn complexity into opportunity and an admin headache into a breeze



GP arrangements are evolving - flexibility matters



A good fee process builds trust and saves time



Use rules to customise, compete without chaos



Tools like Calculate make it all easier to manage





# Let's bring this to life

Please feel free to come see how Calculate makes the process simple and scalable.



Set up and apply rules



Run and export results



Preview fee outcomes



Access audit trails for transparency







**Questions & Answers** 





# Thank you for joining us!



Our Bp Summit Presentations and Resources are available via our Knowledge Base

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Sean Fincham CA

