

5/05/2020

To:
Australian Clinical Labs

Re: Consumer Name (DOB: 01/09/1956)

To whom it may concern,

My name is John Doe and I am writing to you regarding a bill for a blood test which I was not informed of.

I was seen by a doctor at Hospital who told me I needed an urgent MRSA screening, and that I needed to go to Australian Clinical Labs for this test. I usually go to PathWest, but due to the instruction of the doctor went to the other. Neither the doctor, phlebotomist nor any other person informed me of the cost (\$132.50 approximately) that this test would incur. I live on a disability pension and survive off food packages and have very little to spare. If I had known about the cost of the test, I wouldn't have done it.

I am asking that my bill receive some kind of subsidisation due to my being misinformed about costs and my ability to access PathWest for the test. Even at repayments of \$10 a fortnight, this bill will be a significant burden on my budget for as long as it takes to pay off (around 26 weeks).

My invoice number is XXXXXXXX.

I also wanted to thank you for allowing my account to be put on hold, and for having an appeals process, whatever the outcome may be. I understand that there are many people in situations like mine, and appreciate the time and effort it takes to review and respond.

I request that any reply to this be directed to myself through (email) or (phone).

Kindest regards,

John Doe
