

### Springs Medical New Appointment and Billing Policy

In response to feedback from patients about our existing appointment and billing policy we are making some changes starting on 6 August 2018.

## Summary of Changes

### 1. Increased access to bulk-billed services for everyone

Every day, patients will have access to a limited number of "Rapid Bulk-Billing Clinic" appointments. These will be for single issue, simple complaints expected to last about 5 minutes. Details are below.

### 2. Safety-Net for eligible patients

As part of our commitment to ensure the most vulnerable members of the community always access health and medical services to meet their needs, we will continue to apply some standard exemptions that apply to the following patients for all consultations: -

- Eligible Veterans Affairs (DVA) card holders
- Children under 16 years of age with a concession card
- Children under 16 years of age for routine childhood vaccination-only visits

### 3. A guaranteed single gap payment for most other appointments.

We believe that when you make an appointment you should know how much you will need to pay. Our previous policy for pensioners and health care card holders paying every second visit caused some confusion. From your feedback, we have simplified our billing so that, other than bulk-billed appointments, all other appointments will attract a single gap payment every visit.

### 4. No price rise in our gap payment for the third year in a row.

We are pleased to advise that our standard gap payment for standard weekday appointments will remain the same: \$40 for each visit (discounted to \$20 each visit for healthcare card holders)

If you have concerns about your ability to pay, please ask your doctor.

### 5. More online appointments available every day

Our online appointment booking system is very popular so we have increased the number of appointments available to book via our new Online Appointment Manager, Hot Docs. In response to privacy concerns and to provide improved availability we have changed online booking system providers. For your convenience try booking online at [www.springsmedical.com.au](http://www.springsmedical.com.au)

### 6. Increased access to your doctor

We value continuity of care as much as you do. If you need a regular appointment with your doctor, we encourage you to book your next appointment with your usual doctor at the end of the current appointment. It is easy to change your appointment later if it doesn't suit. Alternatively, try booking online where you can easily see your doctor's availability.

### 7. SMS reminders

Life is busy - to ensure you never forget your next appointment, we will continue to send our popular SMS appointment reminders to your mobile phone

### 8. More Detail About Our New Rapid Bulk-Billing Clinic

The Rapid Bulk-Billing Clinic will enable you to book a bulk billed appointment for single-issue, simple consultations expected to last about 5 minutes (subject to availability). These appointments are available to all existing patients including private, pensioner and health care card holders. Examples of Rapid Bulk Billing Clinic consultations may include:

- Repeat of script(s) relating to a single problem.
- Removal of stitches
- Medical Certificates
- To receive simple test results
- Coughs, colds and sore throats
- Flu injection
- Repeat referral to a medical specialist (eg. Surgeon or gynecologist)
- Reviewing a wound or changing a dressing

Rapid Bulk-Billing Clinics are not suitable for more complex consultations. Examples include:

- Multiple repeat prescriptions related to more than one health problem
- Patient needing a "check up"
- Any referral to any allied health practitioner including psychologist, physiotherapist and podiatrist
- A new referral to a medical specialist
- An appointment about more than one health problem
- New Patients

Our Doctors are committed to providing an exceptional level of care. If you attend a rapid bulk-billing appointment and your consultation is not suitable for this clinic you will be advised and asked to schedule another appointment with reception before you leave.

We value your feedback and encourage you to contact us if you have any suggestions to improve our services.