

Summary

1. Bulk Billed Standard appointments for Concession Card Holders, Veterans Affairs (DVA) Card Holders and Children Aged 15 and under.

Please note, as a mixed billing practice, some extended or longer appointments may not be bulk billed and will incur an out of pocket fee.

Other consultations routinely bulk-billed

- Children under 16 years of age for routine childhood vaccination-only visits
- Rapid bulk-billing telehealth clinic appointments

2. 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. All standard appointments, other than bulk-billed appointments, will attract a single gap payment every visit.

Service	Private	Concession
Standard appointment (Phone, Video or Face to Face appointments up to 20 minutes)	\$86.40 payable on the day (\$41.40 Medicare rebate) Out of pocket Cost - \$45	Bulk Billed (Medicare rebate up to \$41.40) Out of pocket cost - \$0)
Long Appointments (Face to Face only 20+ minutes)	\$140.10 payable on the day (\$80.10 Medicare rebate) Out of pocket Cost - \$60	Bulk Billed (Medicare rebate up to \$80.10) Out of pocket cost - \$0)
Procedure Fee (Dependent on procedure type – cost will be confirmed by your GP)	Out of Pocket Fee up to \$100	Out of Pocket Fee up to \$100

Note: Accounts not settled on the day may incur additional administration charge.

3. Rapid Bulk-Billing Telehealth Clinic

All patients can access bulk-billed brief telehealth appointments for single-issue, simple consultations expected to last about 5 minutes (subject to availability). These appointments are available to all existing patients including private, pensioners and health care card holders. We encourage patients to book RBBC with their regular GP to ensure continuity of care.

Examples of Rapid Bulk Billing Clinic consultations may include:

- Repeat of script(s) relating to a single problem
- Medical Certificates
- Repeat referral to a medical specialist (e.g. surgeon or gynaecologist)

● 10 Hospital Street
Daylesford 3460
t: 03 5348 2227
f: 03 5348 1447

● 22 Victoria Street
Trentham 3458
t: 03 5424 1602
f: 03 5424 1851

● 89 Piper Street
Kyneton 3444
t: 03 5422 1298
f: 03 5422 1307

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
- **Patients not seen face-to-face for more than 12 months**

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.

4. **More online appointments available every day**

Book via our Online Appointment Manager, Hot Docs. For your convenience try booking online at www.springsmedical.com.au

5. **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.

6. **MyMedicare**

My Medicare is a new voluntary patient registration model that will formalise our doctor-patient relationship with you, and will give you access to more Medicare rebates, including funding for longer phone consultations. Registering with MyMedicare will initially provide the most benefit if you are an older Australian, if you need mental health care from your GP, or if you have chronic and complex health conditions. There is no charge to register for MyMedicare - Visit www.health.gov.au/our-work/mymedicare

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. **Non-attendance or late cancellation fees**

It's very important that you contact reception if you are unable to keep your appointment. At the discretion of the doctor, cancelling within two hours of the appointment time may incur a \$25 fee. Failing to attend a scheduled appointment without prior cancellation may incur a fee of \$50.

Note: If a patient is issued with a cancellation fee, the invoice must be paid in full before their next appointment can be scheduled.

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

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