

# Springs Medical. We're here for you.

At Springs Medical, we offer a totally integrated approach to all your health and wellness needs.

Your doctor, as your primary carer, is supported by a team of health professionals including nurses, allied health practitioners and visiting specialists.

Together, our total support team provides all the essentials for your health and wellbeing right here at Springs Medical.

## Individual Care For You.

## Continuity Of Care For Our Whole Community.

## New Patients Welcome!

## GP Registrars and Deakin University Medical Students

Springs Medical is an accredited training practice. We regularly host GP Registrars - fully qualified doctors gaining further experience in rural General Practice.

We also help train our next generation of rural doctors by supporting Deakin University medical students during their 3rd year studies.



## Feedback And Complaints

Your feedback, both positive and negative, is important to us and is encouraged. If you have any suggestions, ideas or concerns, please feel free to talk to your doctor. You may prefer to place your written comments in one of the suggestion boxes provided in our waiting rooms.

Complaints can be put in writing and addressed to our General Manager. Our receptionists can provide you with a complaint form where relevant.

Alternatively you may prefer to contact:

**Health Complaints Commission,  
Level 26, 570 Bourke Street,  
Melbourne 3000.  
Tel: 1300 582 113**

## Emergency / After Hours Contacts

**In an emergency always call 000**

If you have an urgent, non-life-threatening health concern after hours, call the **After Hours GP Helpline** 1800 022 222

## Usual Opening Hours

### Daylesford

Monday – Friday: 8.30am – 6pm

Monday and Wednesday: open late 6pm – 8pm

Saturday: 9am – 12 noon

Sundays and Public Holidays – Closed

### Trentham

Monday - Friday: 8.45am – 5pm

Saturdays, Sundays and Public Holidays – Closed

## Daylesford

10 Hospital Street  
tel: (03) 5348 2227  
fax: (03) 5348 1447

## Trentham

22 Victoria Street  
tel: (03) 5424 1602  
fax: (03) 5424 1851

[admin@springsmedical.com.au](mailto:admin@springsmedical.com.au)



Our Practice

Daylesford  
Trentham +



[springsmedical.com.au](http://springsmedical.com.au)

## OUR SERVICES

### GP Services include:

- Men's, Women's, Adolescent and Children's Health
- Alcohol and Drug problems
- Aged Care
- Chronic Disease Management
- Health Assessments
- Immunisations
- Minor surgical procedures
- Mental Health Care
- HIV Management
- Pregnancy and Postnatal Care
- Preventative Health Care
- Urgent Care

We also run special clinics for Cervical Screening (Pap tests), Skin Cancer Checks, Travel Health, QUIT Smoking and Seasonal Flu Immunisations.

### Allied Healthcare Services include:

- Audiology
- Diabetes Education
- Dietetics / Nutrition Advice
- Exercise Physiology
- Hepatitis C Specialist Nurse
- Podiatry
- Psychology and Counselling
- Physiotherapy and Clinical Sleep Education
- Remedial and Oncology Massage Therapy

### Visiting Specialists:

- Endocrinologist
- Surgeons (General and Endoscopic)

### Pathology / XRay / Ultrasound Services:

Australian Clinical Labs (previously SJOG) provide onsite pathology services at Daylesford and Trentham – no appointment necessary.

Lake Imaging provide X-ray and Ultrasound services at Daylesford Hospital. Tel: 03 5321 6500 to make an appointment (doctors referral required).

### Booking Appointments

Standard appointments (for a non-urgent, single health issue) can be booked by phone or online at [www.springsmedical.com.au](http://www.springsmedical.com.au)

If you are a new patient to the practice, or have a complex matter (or multiple health issues) to discuss with your doctor, please phone us to book a longer appointment.

### Off-Site Visits

If you are unwell and moving from your home is physically impossible or detrimental to your health, home visits can be made by prior arrangement. Our doctors are also registered as Visiting Medical Officers at Daylesford Hospital, Daylesford / Trentham Aged Care Facilities and Hepburn House.

### Repeat Prescriptions

To ensure patient safety, repeat scripts will only be written without a consultation in exceptional circumstances and a charge will apply. If you require a repeat on your medication, we strongly advise that you arrange an appointment in advance. Rapid Clinic appointments are suitable for script only consultations and may be bulk billed.

### Fees and Billing Arrangements

As a private general practice, our aim is to provide you with the very best care and service. Our fees are structured to reflect the time you spend with the doctor as well as the number and complexity of matters discussed during your consultation.

A full schedule of our fees and services is available on our website or from reception.

### Interpreting Services

These are available through the Translating and Interpreting Service (TIS National). Please advise our reception staff if an interpreter is required.

### Telephone Access

Messages are taken by our friendly reception staff and electronically passed through to our nurses and doctors. We will endeavour to return your call within 24 hours.

Urgent phone calls will usually be transferred to the nurse or doctor immediately.

### Recall and Reminder System

We offer a recall system for preventative health activities (e.g. diabetes, Pap tests, skin checks, health assessments and vaccinations). Please advise your doctor if you do not want to be included in this process.

SMS appointment reminders can be sent via your mobile phone. Please advise reception if this is required.

### Test Results

Results are best discussed face to face with your doctor at a planned results review appointment. Test results will not be discussed over the phone unless specifically authorised by your doctor.

### Privacy and Confidentiality

Springs Medical is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

Copies of our **Privacy Policy** and **Personal Health Information Collection Statement** are available on our website or from reception.

