

Springs Medical is a mixed-billing practice. In response to increased operational costs and low Federal Government Medicare Rebate support, we have made the difficult decision to increase our fees from September 19th, 2022. This increase will ensure that we can continue to provide high-quality primary health care services to our community.

The following summary explains our fees and outlines when bulk-billing of consultations is available.

Summary

1. Concession Card Holders, Veterans Affairs (DVA) Card Holders and Children Aged 15 and under
Many of our doctors offer bulk-billed standard appointments for Concession Card Holders, Veterans Affairs (DVA) Card Holders, and children aged 15 and under. A list of Springs Medical GPs who offer bulk-billing is available on our website, when booking through HotDoc online appointment booking system, and by speaking with our reception team. Please note, extended or double appointments will 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)	Out of pocket Cost - \$45 \$84.75 payable on the day (\$39.75 medicare rebate)	Out of pocket Cost - \$25 \$64.75 payable on the day (\$39.75 medicare rebate)
Double Appointments (Face to Face only 20 – 40 minutes)	Out of pocket Cost - \$60 \$136.95 payable on the day (\$76.75 medicare rebate)	Out of pocket Cost - \$40 \$116.95 payable on the day (\$76.75 medicare rebate)
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, pensioner and health care card holders.

Examples of Rapid Bulk Billing Clinic consultations may include:

● 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

- Repeat of script(s) relating to a single problem
- Medical Certificates
- To receive simple test results
- Coughs, colds and sore throats
- Repeat referral to a medical specialist (e.g. surgeon or gynecologist)

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.

4. 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. 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. 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.

7. 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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