

In response to feedback from patients about our existing appointment and billing policy we are making some changes starting on 1 July 2021.

Springs Medical is a mixed-billing practice. The following summary explains our fees and outlines when bulk-billing of consultations is available.

## Summary

### 1. Availability of Bulk-billing for Concession Card Holders, Veterans Affairs (DVA) Card Holders and Children Aged 15 and under

Many of our doctors offer bulk-billed 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.

### 2. Other consultations routinely bulk-billed

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

### 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. 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. This has been set at \$40 for each visit, a rate that has not risen for the third year in a row. Doctors who do not offer routine bulk-billing of Concession Card Holders will discount the fee to \$20 each visit.

### 4. More Detail About the 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:

- 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

● 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

- 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.

### 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. 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.

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

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