

Springs Medical Appointment and Billing Policy

1. 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 and will be conducted over the phone.

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 fifth 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 Online Appointment Manager, Hot Docs. For your convenience try booking online at 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.

● 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

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

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. Update to 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 less than 10 minutes (subject to availability). These appointments are available to all existing patients including private, pensioner and health care card holders. Following the extension of telehealth item numbers until March 2021, our Rapid Bulk Bill Clinic appointments will be conducted via phone.

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
- Any other telephone assessment of a respiratory symptom or fever to determine the need for Covid19 testing and/or face to face assessment and where it best for that assessment to occur.
- Repeat referral to a medical specialist (eg. Surgeon or gynaecologist)

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 (eg. Surgeon or gynaecologist)
- 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.

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