

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 medical students during their studies.



Feedback And Complaints

Your feedback, is important to us and is encouraged. If you have any suggestions, ideas or concerns, please feel free to talk to your doctor.

Complaints can be submitted in writing and addressed to our General Manager or via email to your.feedback@springsmedical.com.au. Our receptionists can also 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 – 5.15pm
Saturday: 9am – 1pm
Sundays and Public Holidays – Closed

Kyneton

Monday - Friday: 8.30am – 5.15pm
Saturday: 9am – 1pm
Sundays and Public Holidays – Closed

Trentham

Monday - Friday: 8.45am – 5pm
Saturdays, Sundays and Public Holidays – Closed

Daylesford

10 Hospital Street
t: (03) 5348 2227
f: (03) 5348 1447

Kyneton

89 Piper Street
t: (03) 5422 1298
f: (03) 5422 1307

Trentham

22 Victoria Street
t: (03) 5424 1602
f: (03) 5424 1851

admin@springsmedical.com.au



Our Practice

Daylesford
Trentham +
Kyneton



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 /Obstetrics/Antenatal Care
- Urgent Care/Emergency Medicine

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

Allied Healthcare Services include:

- Diabetes Education
- Exercise Physiology
- Hepatitis C Specialist Nurse
- Podiatry
- Psychology and Counselling
- Physiotherapy and Clinical Sleep Education

Visiting Specialists:

- Surgeons (General and Endoscopic)

Pathology / XRay / Ultrasound Services:

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

Lake Imaging provide X-ray and Ultrasound services at Daylesford Hospital. Tel: 03 5321 6500
Kyneton Hospital. Tel: 03 5422 9944
to make an appointment (doctors referral required).

Booking Appointments

Appointments can be booked by phone, via Automated using the AMS Connect Appt or online by visiting: www.springsmedical.com.au

Appointments are also available to book via speaking to our reception staff in person at any of our three sites.

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, Hepburn House as well as Daylesford, Kyneton and Trentham Aged Care Facilities

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 Bulk Bill Clinic appointments are suitable for repeat script only consultations and are 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, CST screening (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.

