

# Patient Privacy and Service Agreement Form

Thank you for scheduling an appointment with Amy de Wet at the Psychology Folk. This document provides important information about the services you will receive from Amy including her approach to treatment, business practices, fees, and other information relating to confidentiality. Please take a few moments to read through these and indicate your acceptance by signing below. If you have any questions, please do let us know at [hello@psychologyfolk.com](mailto:hello@psychologyfolk.com).

## **Professional Fees**

The standard fees for a 50-minute consultation is \$200. This may vary if your appointments are funded by a third party, or if your appointment is less than 50 minutes long. You are responsible for paying at the time of your session unless prior arrangements have been made for fees to be paid at a later date or by a third party. Payment must be made by EFTPOS, cash, Visa or Mastercard. Alternatively, payments can be made automatically through the Psychology Folk online payment system, which requires your credit/debit card details to be kept on our online secure portal. Your Medicare rebate (if applicable) will also be processed automatically with this latter option, saving you time at the end of sessions. Please indicate whether you provide consent for this auto processing at the end of this form. Please note, throughout the course of therapy, fees are subject to change and may increase in line with inflation. All efforts will be made to give sufficient notice (minimum 1 month) of upcoming fee increases.

In addition to scheduled appointments, Amy de Wet reserves the right to charge her fee on a prorata basis for any other professional services that you may require such as report writing, telephone conversations that last longer than 15 minutes, attendance at meetings or consultations which you have requested, or the time required to perform any other service which you may request of her that is outside the usual limits of your therapy session. Please note, fees will NOT be charged for feedback letters for referring doctors as per Medicare requirements, because this is considered a normal of the therapy process.

You may be eligible for a rebate on sessions with Amy if you have an appropriate Medicare referral (Mental Health Care Plan, Chronic Disease Management Plan or Eating Disorders Plan), or if referred directly by a Psychiatrist. You are considered responsible for ensuring that you have a relevant referral in place in order to claim a Medicare rebate. Amy will remind you when existing referrals are due for renewal. In the event that an applicable referral is not in place at the time of an appointment, the full fee will need to be paid by you.

In the event that you do not have a valid Medicare referral, you may be eligible for a rebate through your private health insurer. Information regarding private health insurance needs to be discussed with your individual private health provider, and Amy in no way guarantees any agreement held by you and your private health insurer (if applicable). Private health rebates unfortunately cannot be processed automatically by Amy, and thus you will need to do so yourself through your health insurance online portal. Please note that you can not claim both Medicare and private health rebates on the same session.

Please note that Amy does not accept third party payment (eg., NDIS, Workcover, insurance claims). All fees need to be paid by the client on the day of the appointment. For those who have third party funding, Amy can provide you with a receipt for claiming.

## **Missed Appointment/Late Cancellation Policy**

Amy respectfully requests that you provide at least 1 full business day (24hrs) notice to cancel an appointment. This helps her to maximise her availability to other clients in the event of a cancellation and minimises lost clinical time. Appointments missed or rescheduled with less than one full business day's notice will incur a full fee which you will be required to pay prior to your next scheduled appointment. This means that, if your appointment falls on a Thursday at 9am, Amy requires you to let her know by 9am Wednesday if you wish to cancel the appointment. Likewise, if your appointment falls at 9am on a Monday, Amy requests that you notify her by 9am Friday if you wish to cancel. It is important to note that Third Party funders such as Medicare, Workcover, or Department of Veteran Affairs, do not pay late cancellation or missed appointment fees. Cancellation fees will be your responsibility even if your treatment is normally funded by a Third Party. Should there be 2 non-attendances without cancellation or prior notice (without valid reason), clients may be discharged from the service and a discharge letter will be sent to the referring doctor.

If you are late for an appointment, your session will still finish at the scheduled time and thus may be less than 50 minutes in duration. Please note that the full fee will still apply in this instance. If Amy is running behind, she will still offer you the full 50 minute session.

If you provide Amy with a contact mobile number or email address, a reminder message will be sent 2 business days before your appointment. Whilst this will be standard practice, Amy asks that you consider this as a courtesy reminder only, and that you still make note of your appointment times elsewhere. Rarely, technological issues may mean that courtesy reminders cannot be sent, and in this instance, you will still be required to attend your appointment to avoid a

late cancellation fee. If ever in doubt, please feel free to telephone or email us at [hello@psychologyfolk.com](mailto:hello@psychologyfolk.com) to confirm an appointment booking with Amy.

### **Confidentiality and Privacy**

Your treatment with Amy is confidential and private. This means that she will not disclose the information you provide to her to Third Parties unless you consent for her to do so. It is important to note that there are limits to confidentiality in exceptional circumstances including when there is an immediate risk to you or others, or if Amy is required to respond to a subpoena or court order, or if you report intention to commit a very serious crime, or as directed by State or Federal Law. Amy will discuss this with you during your first appointment and answer any questions you might have. Please also note that if you attend under a GP referral, Medicare will require Amy to communicate with your GP from time to time about your treatment progress. If you have any concerns about this, please be sure to discuss this with Amy in your first session.

### **Health Record Management**

Amy will create and keep health records for you which will record all relevant information relating to the treatment provided to you. Amy may also collect and store health information about you from Third Parties such as your Psychiatrist or GP. Your health records are managed and protected in accordance with all applicable local laws. Health records are legally required to be stored for a number of years following the conclusion of your treatment with Amy. Please ask Amy about these timeframes if you would like further information on this. You are also able to request access to a copy of your health record. Please discuss this with Amy should you wish to do this at any time. In some circumstances, access may need to be limited in nature or format in accordance with privacy laws. A detailed description of how your personal information is managed, how you may access the information recorded in your file, and how to lodge any complaints about this service is available upon request, subject to the exceptions outlined in the National Privacy Principle 6.

### **Nature of Services**

Amy is a fully qualified Psychologist, and is registered with the Australian Health Practitioner Registration Agency (AHPRA). Prior to commencing treatment, Amy will discuss her proposed treatment approach with you and ensure you understand the rationale for the approach, including any identified risks. You will always be required to consent to treatment and you will always be free to withdraw from treatment at any time, without consequence or prejudice.

### **Limitation to Services**

Treatment is provided via prearranged, scheduled appointments. Amy has limited availability for contact outside of scheduled appointments. On some occasions, Amy may not have an opportunity to respond to between session contact prior to your next appointment so this should not be relied upon for emergency matters. For emergency matters, please contact the appropriate agencies using the details below. Amy will endeavour, in most cases, to respond within 48 business hours to all between session contact, however, this should not be relied upon.

Amy will only provide services that are within her professional capabilities, competence and role as a private Psychologist. If treatment needs are identified that are outside of this scope, Amy will endeavour to assist you to link in with alternative suitable providers.

### **Emergencies**

As stated above, Amy's clinic is not an emergency service. She is not able to respond to urgent or emergency matters and her communication channels (Phone, SMS, Fax, Email) are not regularly monitored outside of standard business hours. For urgent concerns relating to your health or other emergencies please contact the appropriate emergency services: Police, Fire, Ambulance (Emergency): 000.