



**Head 2 Heart
Psychology**

TERMS OF SERVICE

Welcome to Head 2 Heart Psychology. The terms of service and your rights and responsibilities as a client (or parent of a client) in relation to information confidentiality, security, and access, as well as obligations regarding fees, cancellations, and rebates are provided below.

HOLDING INFORMATION FOR PSYCHOLOGICAL SERVICE:

As part of providing a counselling service to you, I will need to collect and record personal information from you that is relevant to your current situation. It is important for me to collect this information as it forms a necessary part of the psychological assessment and treatment that is conducted.

As part of my commitment to providing high-quality care, I utilise Heidi, an AI medical scribe platform. Heidi assists in automating the creation of clinical notes during our sessions, streamlining documentation, and enhancing accuracy. By signing this consent form, you authorise me to record our sessions using Heidi. The recorded data will be securely stored and used solely for the purpose of creating clinical notes.

CONFIDENTIALITY:

Your privacy and confidentiality are of utmost importance to me. All personal information gathered by me during the provision of psychology services will remain confidential and secure except when:

1. It is subpoenaed by a Court;
2. Failure to disclose the information would place you or another person at risk.

When I am working with you under various funding systems (such as Medicare, workers' compensation, victims' compensation, or motor vehicle accident schemes), I am required to provide regular reports. These reports are typically provided to referrers and other involved parties, and you are consenting to the exchange of written/verbal correspondence regarding your treatment and progress.

At times I may be contacted to provide information about you, and in these cases I will seek your prior approval before providing information. Typical examples would be to:

1. Provide a written report to another professional or agency (e.g., a lawyer, or Guardianship Tribunal);
2. Discuss the material with another person (e.g., a parent or employer).

INFORMATION SECURITY AND ACCESS:

I adhere to strict privacy and security protocols, including compliance with HIPAA, GDPR, PIPEDA, and Australian Privacy Principles requirements. Recorded data, notes taken during treatment, and all communications relating to treatment, become part of your clinical record which is stored electronically in your client file on Halaxy. By signing this consent form, you authorise me to securely store and maintain your file for the required legal period. I am required to keep client personal information for 7 years after ceasing engagement, and up to age 25 years for a young person under the age of 18 years.

At any stage, you may access the material recorded in your file, subject to exceptions as stated in the Privacy Amendment Act 2000 (National Privacy Principal 6). This means that your request must be serious in nature, i.e., “the request must not be frivolous or vexatious”. Any request to access your clinical record can be made directly to Head 2 Heart Psychology. Your request will be responded to within 7 days and an appointment made for clarification purposes at the cost of a standard consultation.

FEES:

Fees are payable on the day of your appointment. Payments accepted include cash, electronic funds transfer, or using a credit card you provide (you consent to paying any applicable Halaxy payment processing fees for credit card transactions).

The cost of a 50-minute consultation is \$210 for face-to-face, and \$200 for telehealth.

If you are referred by your doctor on a Mental Health Care Plan you will be reimbursed \$96.65 by Medicare (up to 10 sessions per calendar year). This practice allows you to receive Medicare rebates instantaneously using online Medicare claiming. Once you have paid your fee, I will submit the claim to Medicare, and you will be paid the rebate directly into your chosen bank account (or my bank account if your fee is bulk billed or a ‘gap’ claim).

DVA Health Cards (Gold and White) are accepted as payment upon a doctor’s referral.

The cost of a 50-minute Couples consultation is \$250. Please note that no Medicare rebates apply. If you have Private Health Insurance with extras some rebates may apply. Please enquire with your respective Insurer.

CHANGING OR CANCELLING APPOINTMENTS:

I understand that at times you may need to cancel or reschedule your appointment. I would appreciate it if you could provide 48 hours' notice. Failure to provide adequate notice will incur a fee of \$50. This fee is not claimable through Medicare or private health funds.

Medicare Number: _____

Reference Number: _____

Expiration Date: _____ / _____

Are your bank details registered with Medicare? Yes No

Bank Account

Account Name: _____

BSB: _____

Account Number: _____

HOW DO YOU INTEND TO PAY FOR YOUR SESSIONS?

Cash

Credit Card

Cardholder Name: _____

Credit Card Number: _____

Expiration Date: _____ / _____

Security Code: _____

Electronic Funds Transfer **payable on the day of service.*

Account Name: Head 2 Heart Psychology

BSB: 637-000

Account Number: 725303122

Department of Veteran Affairs

Card Type: White Gold

DVA Card Number: _____

Expiration Date: _____ / _____

Accepted Conditions: _____

Workers Compensation

Insurer Name: _____

Address: _____

Contact Name: _____

Claim Number: _____

Victims Compensation

Case Number: _____

I, _____ have read and understood the above Terms of Service.
Name

I agree to these conditions for the psychology service provided by Dr Tammy Orreal at Head 2 Heart Psychology.

Signature of Client

Date