

Dr Ina Flockhart

BPsych (Hons) DPsych (Clin) MAPS - Clinical Psychologist

Women's Psychology Health Service

Consent for Psychological Service and Collecting / Holding Information

As part of providing a psychological service to you, we need to collect and record personal information, such as name, contact information, medical history and other relevant information. All information in relation to you will be used for the sole purpose of providing you with the best possible care.

We adhere to the legal requirements of the Australian Privacy Act (1988) and the Code of Conduct set out by the Australian Health Practitioner Regulation Agency (AHPRA).

Personal Information Collected

- Personal details and health concerns (eg. GP referral, psychologist's reports etc.) will be accessible by Dr Ina Flockhart and all employees/subcontractors. My practitioner session notes are accessible by my treating psychologist and authorised personnel (eg. practice principal, reception staff) if required for administrative/management purposes.
- Health, assessment and treatment information may be shared between your treating psychologist and external psychologists, as part of a peer consultation process, if it is deemed to be of benefit to your treatment or important for the psychologist to gain secondary advice. Peer consultation is a process that is compulsory for all Australian Psychologists to maintain their National registration. No identifying information will be released.
- Charts are held in a securely maintained and password protected computer software system that adheres to Australian Privacy laws by Dr Ina Flockhart Pty Ltd.
- If you have concerns that the information recorded is not correct, please discuss your concerns with your psychologist.

Please note that **we DO NOT provide reports (verbal or in writing) to any third party agencies**, such as Work Cover, insurances, employers, lawyers/court etc., other than to the referring GP/Specialist. **We generally do not provide services to clients who are currently involved in an active court case but will provide you with details of psychologists who are highly experienced and specialised in this area.**

Consequences of not providing personal information

Psychologists are required to keep clear and accurate client records as part of their professional obligations.

You do not have to give all of your personal information, but choosing not to share your relevant information may mean that the psychological service may be affected.

If you do not wish for your personal information to be collected, we may not be able to provide the psychological service to you. Please discuss any concerns you have with your psychologist.

Accessing your Personal Information

At any stage, you are entitled to access your personal information kept on file. There may be some exceptions to this, which are outlined in the relevant legislation or policies. If you would like to access your information please discuss it with us or you can request in writing. A reasonable fee may apply to receive a copy of your chart.

Disclosure of Information

- Health care information may be shared with other health workers (eg. GP, Psychiatrist) as appropriate to ensure the best possible care. Reports will be written to the referring GP/Specialist containing information regarding your assessment/intervention and progress on a regular basis and in line with Medicare requirements.

All information discussed within sessions will be kept strictly confidential unless....

1. **failure to disclose the information would, in the reasonable belief of the treating Psychologist, place you or another person at serious risk to life, health, safety or you report a risk of harm to an identified person**
 2. **where there is a legal obligation to do so (eg. court subpoena is received for my personal file/Psychologist)**
 3. **I sign a specific consent form allowing communication between my Psychologist and particular parties (eg. insurer, school, family member)**
 4. **I disclose the commission of a major crime by myself or someone else.**
- Identifying information/Health Care Information may have to be released by us to Medicare Australia/DVA (eg. confirming mental health care plan) or to external consultants to the practice or organisations (including but not limited to: professional/legal advisors, Australian Health Practitioner Regulation Agency (AHPRA), account keeping, debt collection).
 - All health data will be uploaded and stored in a securely maintained and password protected standard Medical/Allied Health cloud-based practice management software, who also use third party organisations for payment and health claiming, such as, but not limited to, Medicare Australia/DVA, Tyro Integrations, HICAPS, telecommunication organisations for SMS messages, secure messaging, telehealth. All third party organisations also work under strictest confidentiality regulations.
 - Client charts are retained for seven years in line with State Laws and will be deleted any time after that.
 - In the event that unauthorised access, disclosure or loss of personal information occurs, we will use all reasonable endeavours to minimise the risk of consequential serious harm.

Emergency Contacts

I agree that in circumstances where the psychologist is significantly concerned about my/others safety/welfare, permission is provided for the psychologist to contact emergency services in such an event, such as the Acute Care Team or Adult/Child Mental Health services, GP/Psychiatrist, Ambulance/Police in the interest of my optimal care.

Emergency Services

The practice does not provide an emergency counselling service nor is Dr Ina Flockhart available, either in person or by phone, outside the ordinary hours of practice. Upon request, we can provide you with contact details of alternative services. Dr Flockhart deals with mild to moderate mental health concerns only. We reserve the right to refer clients on to appropriate agencies in cases that require more intense contact/case management.

Risk

Interventions used within therapy at this practice are evidence based and shown to be highly effective. While most people experience positive outcomes, not everybody does. Thus, positive results cannot be guaranteed because we are all unique human beings. At times therapy can be a catalyst for exposing a person to a wide range of feelings, reactions and moods. In extremely rare cases these can be debilitating, to the extent that such feelings may lead to a disruption of personal or professional commitments or to thoughts of self-harm/harm to others (most often present prior to intervention). Thus, it is important that you let your psychologist know if any of the above was occurring for you or to possibly not schedule therapy prior or during important events in your life.

Fees

Card/Payment Surcharge Fees Apply for all Payments Received (including cancellation fees)

(depending on type of card it ranges between 0.20% Eftpos, Debit Visa 0.65%, Credit Visa 1.14% and 1.19% Credit Mastercard)

Medicare and private health fund rebates are available. Fees are payable after your consultation on the day of your appointment.

We DO NOT accept 3rd party payments (eg Workcover, NDIS, Insurer etc)

Initial and Subsequent Consultation with your Clinical Psychologist - 50minutes

Fee per consult: \$250

Rebate with Mental Health Care Plan: \$145.25

Cost per Session: \$104.75

Private Sessions without a Mental Health Care Plan incur the above fees without a rebate. Payment is required on the day of attendance via EFTPOS or cash.

A GP referral letter is required with a mental health care plan in place at the first consultation in order for you to be able to claim any rebates from Medicare Australia. A Doctor's referral under any other health initiative will endorse a higher gap fee.

Dr Ina Flockhart Pty Ltd is not obliged to ensure that a mental health care plan has been put into place with Medicare Australia by your GP/Specialist or liable, should a client not receive their rebate, for example, if a plan had not been put in place despite a written referral to us.

Cancellation and Reschedule Policy

Cancellation **two business days (48 business hours)** prior to your appointment – no fees

Cancellation on the business day prior to your appointment - **\$108**

Cancellation on the day of your appointment or non-attendance – Full Consultation Fee

No Medicare rebate applies! Above fees also apply to bulk-billed and DVA clients. Settlement of this account is required prior to further sessions being scheduled.

How to make a complaint

If you have any concerns about your contact with our clinic, please discuss these with your psychologist. If you would like to make a complaint, you are able to do so by contacting us either by phone or in writing:

Dr Ina Flockhart, PO Box 532, Palm Cove 4879 or phone: 40 383 455

Period of Consent

By sending this initial contact form you agree to the above Terms and Conditions/Privacy Policy. This consent remains current for the period of one year.

Please ensure that you fully understand the service information provided and ask for further information if you are unclear as to the information outlined in this form.