
Information for New and Existing Patients

Psychiatrists undergo extensive training, typically involving a minimum of 10 years, including the completion of a medical degree followed by specialized experience in psychiatry. They are qualified to prescribe psychiatric medications and recommend additional treatment options such as psychotherapy.

Psychiatrists can work with patients individually, or collaborate with their partners, families, or carers, depending on the patient's needs. They may also offer second opinions or provide guidance to other healthcare professionals involved in the patient's care.

Dr. Marsden employs a comprehensive approach to treatment, including medication management, recommendations for psychotherapeutic interventions, and advice on lifestyle and social factors. While a one-time assessment may be sufficient, ongoing sessions or continued treatment may be necessary depending on the patient's progress.

As part of the treatment process, Dr. Marsden may need to share patient information with other healthcare providers, hospitals, or specialists to facilitate ongoing or future treatment. This may include communication with the referring doctor and other allied health professionals. If the patient wishes to prevent the sharing of their information, they must notify Dr. Marsden in writing. Confidentiality may be waived in specific legal circumstances.

Due to the nature of Dr. Marsden's part-time private practice, the clinic is not equipped to handle acute crises. Patients requiring urgent assistance should contact their General Practitioner (GP) or emergency services. If an urgent situation arises during a consultation, efforts will be made to provide a crisis management plan, including contact information for emergency services.

Urgent Appointments

Please note that this clinic is not an acute care facility and, therefore, is unable to offer "urgent appointments." For urgent care needs, patients should contact emergency services.

While urgent appointments may be arranged in exceptional circumstances, the processing time for appointments is typically 3 to 12 weeks. Please contact our administrative staff to discuss availability.

To avoid scheduling conflicts, we recommend that patients book their appointments in advance.

Patients are welcome to discuss any concerns regarding appointments or treatment with Dr. Marsden. The Information Privacy Act 2009 (Qld) (IP Act) governs the collection, storage, use, and disclosure of personal data, with an emphasis on safeguarding individual privacy. In rare or emergency situations, information may be obtained from a family member or associate without patient consent if necessary for medical purposes. However, any such disclosure will be limited to the scope required by the situation.

For further information on privacy laws, please visit www.privacy.gov.au.

What Happens at a Specialist Medical Consultation?

A medical specialist is a doctor who has completed advanced training in a specific area of medicine. General practitioners (GPs) typically refer patients to specialists for further evaluation and treatment. Patients may request multiple specialist referrals to explore various options. Specialists work in private clinics or public and private hospitals. When scheduling an initial consultation, patients should inquire about the associated costs, as Medicare typically covers only part of the consultation fees.

It is important for patients to fully understand the information discussed during the specialist appointment. Patients should feel encouraged to ask questions, take notes, or bring a support person to assist with understanding the information presented. During the consultation, the specialist and the patient (and/or support person) will review:

- The patient's personal and family medical history
- The current symptoms the patient is experiencing
- Relevant lifestyle factors, such as diet, exercise, hobbies, and general well-being
- Medications being taken, including over-the-counter drugs and supplements
- Any side effects from current medications

The specialist will then provide a diagnosis and recommend an appropriate treatment plan. The number of consultations required will vary based on the patient's condition and treatment plan. Dr. Marsden may recommend multiple sessions or ongoing treatment as necessary.

Confidentiality Agreement

This Confidentiality Agreement ("Agreement") is entered into by and between Dr. Bawani Marsden Clinic ("Clinic") and ("Patient") as of date where this form was signed.

Whereas, the Clinic provides medical services and may require the disclosure of confidential information related to the Patient's health and personal matters, both parties agree to the following terms:

1. Definitions "Confidential Information" refers to any and all information concerning the Patient, including but not limited to medical records, health history, personal information, and other non-public details.
2. Confidentiality Obligation The Patient agrees to maintain confidentiality of all information received from the Clinic and will not disclose it to third parties except as permitted by law or agreed in this Agreement.
3. Permitted Disclosures Confidential information may be disclosed:
 - With written consent from the Clinic
 - As required by law, including subpoenas or court orders
 - To law enforcement in cases of suspected abuse or criminal activity
 - To other healthcare providers involved in the Patient's care
4. Use of Confidential Information The Patient agrees to use confidential information solely for the purpose of receiving medical care, and not for personal, commercial, or

harmful purposes.

5. Security Measures The Patient agrees to take reasonable precautions to protect the confidentiality of any information received from the Clinic.
6. Breach of Confidentiality In the event of a breach, the Clinic may pursue legal remedies, including damages and injunctive relief.
7. Governing Law This Agreement shall be governed by the laws of the State of [STATE].
8. Entire Agreement This Agreement constitutes the entire understanding between the parties regarding confidentiality and supersedes any prior agreements or communications.
9. Severability If any provision is deemed invalid, the remainder of the Agreement will remain in effect.
10. Binding Effect This Agreement is binding on the parties and their successors.

Frequently Asked Questions

1. What should individuals bring to their appointment? Patients should bring their referral letter, previous treatment records, and a list of current medications. If referred for ADHD or stimulant treatment, the patient should share pre-screening guidelines with the referring provider.
2. What are the fees? Fees vary depending on the session's duration and nature. The clinic does not offer bulk billing and does not accept payments from third parties. All fees are billed in advance, with reimbursement processed within two business days. Medicare rebates are available for consultations with a current referral. Please visit the Medicare website for more details.

For Telehealth Psychiatry Services, Medicare may cover the full cost for patients in regional or remote areas. Contact the clinic for eligibility verification.

Additional fees apply for late cancellations, medical letters, prescriptions, and other administrative requests.

3. How do individuals cancel their appointments? A minimum of two business days' notice is required for appointment cancellations to allow other patients the opportunity to use the time slot.
4. What are the patient's responsibilities? Patients are responsible for providing a valid referral, accurate medical history, participating in assessments, meeting financial obligations, and interacting respectfully with staff.
5. How do individuals pay for their appointment? Payments are processed through Go Cardless, a secure platform. The clinic does not accept cash or cheques.

Emergency Contacts

For mental health emergencies in Metropolitan Queensland, please contact:

- Metro North Acute Care Team: 1300 MH CALL (1300 642255)
- Metro South Acute Care Team: 1300 MH CALL (1300 642255)
- Child and Youth Acute Response Team (ART): (07) 3068 2555

Administrative Team

Dr. Bawani Marsden Clinic