
Information for new and existing patients

Psychiatrists have at least 10 years of training, including a medical degree and extensive specialist experience. Psychiatrists can prescribe medication, including a range of psychiatric medications and recommend adjunct treatments like therapy.

A psychiatrist can work with you individually or with you and your partner, family, or carers. Psychiatrists often provide second opinions and advice to other doctors and health professionals.

Dr. Marsden employs a variety of approaches to manage and treat her patients, including medication, advice on adjunct psychotherapeutic interventions, and recommendations for lifestyle and social interventions. While a one-off assessment may be adequate, multiple sessions or ongoing treatment may be necessary.

It's important to note that as part of a medical treatment process, healthcare providers may need to share an individual's information with other doctors, hospitals, or providers to aid in current or future medical treatment related to the condition being treated. This can take the form of case management, communication, or writing. It's always a good idea to discuss any concerns or questions about this process with your healthcare provider. This may involve writing letters to the referring doctor and other allied health supports. If the individual does not want their health information communicated in this way, they must notify Dr. Marsden. Confidentiality may be waived in certain legal circumstances.

Urgent Appointments

Unfortunately, we cannot offer "Urgent Appointments" as we are not an acute care facility. For Urgent care, please contact emergency services.

Being mindful of the limitations of Dr Marsden's part-time private practice, the clinic cannot attend acute crises. It will be advised to seek intervention from their GP or Emergency services. In the event this is during a consult, every attempt will be made to ensure the patient/individual has a crisis plan that includes the closest emergency services.

WHAT HAPPENS AT A SPECIALIST MEDICAL CONSULTATION?

A medical specialist is a doctor who is an expert in a specific area of medicine. GPs typically refer patients to medical specialists for further treatment. Patients can ask their GP to recommend several specialists to give them more options. Specialists work in clinics and public and/or private hospitals. When booking the initial consultation with the specialist, patients should ask about the cost, noting Medicare only pays for a portion of most initial consultations.

Patients must understand everything the specialist tells them. It is a good idea for patients to ask questions, take notes, or have a support person. At a specialist consultation, the specialist and patient (and/or the patient's support person) may talk about the patient's personal and family medical history, current symptoms the patient may be experiencing, the patient's lifestyle factors such as diet, exercise, hobbies, and generally how they are feeling every day; medication being taken, including over-the-counter medicines and nutritional/herbal supplements; and any side effects the patient may have from their medicine/s. The treating specialist will then discuss their diagnosis with the patient and recommend appropriate treatment options.

As mentioned in the information, the number of consults required may vary depending on the individual's presenting issue and treatment plan. Dr Marsden may recommend multiple sessions or ongoing treatment as part of the treatment process.

Where possible, urgent appointments will be organized; however, we process approximately 3 to 12 weeks. Please call admin staff to discuss.

To avoid future disappointments, please book your appointments in advance.

Individuals can address any concerns regarding this with Dr. Marsden. The Information Privacy Act 2009(Qld) (IP Act) acknowledges the significance of safeguarding individuals' personal information. It encompasses a set of rules or 'privacy principles' that govern the collection, storage, use, and disclosure of personal data by Queensland Government agencies. In rare or emergencies, obtaining information about an individual from an associate or family member may be necessary without their consent.

However, in such cases, information about the individual will only be shared with the associate if the situation necessitates it.

For more information on privacy laws, visit www.privacy.gov.au.

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Frequently Asked Questions

1. What should individuals bring to their appointment?

Individuals should bring their referral letter from their General Practitioner or referring Specialist, previous treatment records, and a list of current medications.

Any referrals that are specifically related to Attention Deficit Hyperactive Disorder or attention deficit disorder diagnosis, management or continuing ongoing stimulant treatment are advised to read and share the following pre-screening guidelines with their referrer to ensure timely and appropriate clinical care.

2. What are the fees?

Please be informed that the cost of your appointment is determined by its duration and nature. For new consultations, the fee ranges from a minimum of \$850 (MBS Item 291) to \$615 (MBS Item 296), which is rebatable and variable for Medicare-eligible patients.

For follow-up appointments lasting less than 30 minutes, the minimum fee is \$360. If your appointment exceeds 30 minutes, the fee will increase accordingly. Please refer to the financial consent documentation for further information on the exact fee.

Please note that rebates will vary depending on the length of your appointment. It is important to understand that these fees are non-negotiable and must be paid in full at the time of the appointment. Thank you for your cooperation.

In some cases, Telehealth Psychiatry Services for people in regional and remote locations, Medicare does cover the consultation. This means Medicare will cover the total service cost and you incur no out-of-pocket expense. In other cases, you may be eligible for a more significant Medicare rebate if you live in select rural and remote areas of Australia. While there may still be an out-of-pocket expense, the more significant rebate further reduces the cost of Telehealth Psychiatry Service and makes ongoing psychiatric care more affordable.

To check whether your home location is classified as 'regional' or 'remote', please refer to our page on eligibility. Call our friendly staff or send us an online enquiry to check whether you are eligible for these options. Be sure to discuss this with our staff before your first appointment.

For those residing in regional and remote areas, an assessment may be available under MBS Item number 291 with no consult-only expenses. To determine eligibility, visit the Health Workforce Locator webpage. Please contact our clinic or speak with your GP for further information or referrals.

Additional fees will also be incurred for late cancellation for all patients (private/regional scheme) as per the informed financial consent. The regional Medicare scheme only covers consultation after attending. There is no rebate for the late fee.

There may be another out-of-pocket fee for scripts (out of consult), letters or correspondence (not to the referrer), medical certs or documentation.

Providing documentation/sharing of past treatment information to a new GP will require new consent from the patient and admin fees to manage this request.

You must inform us if you cannot attend an appointment, as there is a high demand for the service.

3. How do individuals cancel their appointments?

Please provide a two-business-day notice in case individuals wish to cancel their appointment. This is critical for all appointments. By notifying us of the cancellation, individuals allow another patient in need on our waiting list to have the opportunity for a Specialist Appointment.

4. What are the patient's responsibilities?

Patients are responsible for providing a valid referral to the treating Specialist, providing an accurate and complete medical history, participating in a risk assessment and other matters relating to their current health, meeting their financial obligations regarding their appointment on the day, including fees incurred as per the cancellation policy, and conducting themselves respectfully in communications and interactions with reception staff.

5. How do individuals pay for their appointment?

To ensure safety, our practice utilises a financial platform, Go Cardless to obtain payments hence we do not store any information related to your financial cards. We will invoice patients who must pay a fee for services or consultations. This will be followed by another email with a link to Go Cardless confirming the amount. Please see the invoice to ensure the details are in keeping with your consultation. We do not accept cheques or cash.

6. Where is the clinic located?

Dr Bawani Marsden is available for appointments via Telehealth (Dr Bawani Marsden Clinic) or at New Farm Consulting Suites, located at 22 Sargent Street in New Farm. We kindly remind you that New Farm

Consulting Suites is an office and does not provide medical emergency services. We apologise for any inconvenience caused by the increasing number of calls and ask for your patience with our reception staff at Dr Bawani Marsden's Clinic and New Farm Consulting Suites.

In case of emergencies, individuals should contact emergency services at 000 or the following services for mental health assistance if you are in Metropolitan Queensland:

- Metro North Acute Care Team: 1300 MH CALL (1300 642255) or email RBWH-Feedback@health.qld.gov.au
- Metro South Acute Care Team: 1300 MH CALL (1300 642255)
- Child and Youth Acute Response Team (ART): (07) 3068 2555 or email LCCH_ART@health.qld.gov.au

Please note the following points carefully:

- This consent form does not guarantee any specific outcome or result from the proposed treatment.
- Any medical treatment carries inherent risks, regardless of whether you are properly informed and have given consent.
- Dr Marsden has explained these risks to you, and you have had the opportunity to ask questions or revoke your consent.
- You have the right to refuse this treatment at any time, subject to the Mental Health Act 2016 for some individuals.

Administrative Team

Dr Bawani Marsden Clinic

Patient Name & Signature