

NEW CLIENT REGISTRATION AND CONSENT FORM

Title: Mr Ms Mrs Dr Prof Other _____ Name: _____

Gender: Male Female Other Age: _____ Date of birth: _____

Address: _____ Postcode: _____

Relationship status: _____ Occupation: _____

For young persons: School: _____ Year Level: _____

Phone numbers (tick preferred):

Home: _____ Work: _____ Mobile: _____

Email: _____

Emergency contact:

Name: _____ Phone: _____ Relationship: _____

Do you have a Mental Health Care Plan? Yes Referring Doctor: _____

No

Medicare Card no.: _____ Patient no. on card: ___ Expiry date: ____/____/____

I, the undersigned, authorise Bluff Road Psychology to provide and access information, which I understand to be confidential, about any relevant psychological assessment, diagnosis and or/treatment with:

Treating professional	Name	Practice/Contact no.
General practitioner:		
Other:		
Other:		

Name: _____ Signature: _____ Date: _____

Please read 'INFORMATION FOR NEW CLIENTS' overleaf

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INFORMATION FOR NEW CLIENTS

Telehealth services

Services are currently being provided by telephone or videoconferencing only.

Unless otherwise requested by you, the consult will be conducted via videoconferencing. At the time of your appointment, you will be sent a link to your email to access the video consultation. To access telehealth consultations, you will need access to a quiet, private space; and the appropriate device, i.e. smartphone, laptop, iPad, computer, with a camera, microphone and speakers; and a reliable broadband internet connection.

The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used. To support the security of your personal information, this practice uses end-to-end encryption telehealth software with strict privacy and security standards.

Limitations of telehealth

A telehealth consultation may be subject to limitations such as an unstable network connection which may affect the quality of the psychology session. In addition, there may be some services for which telehealth is not appropriate or effective. Your psychologist will consider and discuss with you the appropriateness of ongoing telehealth sessions.

Confidentiality

- All information is stored securely in accordance with relevant legislation and ethical standards
- Information provided by you or obtained from other parties (e.g. GP) is regarded as confidential and cannot be released without your written permission
- The exceptions to these provisions arise in the following circumstances:
 - There is a risk of serious harm to yourself or others
 - Your file is subpoenaed by a court of law, or disclosure is otherwise required or authorised by law
 - There is evidence of child abuse or neglect, including sexual abuse of a child under 16 years
 - If you, or someone legally authorised to act on your behalf, gives consent to disclose information.

Should a decision to disclose information be made for any of the above reasons, all reasonable attempts will be made to discuss this with you prior to disclosure.

Payments

- Payments are to be made in full on the day of the consultation. For telehealth services, the Bluff Road Psychology reception team will call you after the session to process the payment.
- Services are currently being provided by telephone or videoconferencing due to advice regarding pandemic restrictions however if you require an in-person consultation, please discuss this with your practitioner.
- The standard consultation fees are:
 - Individual telehealth session - \$240 (Medicare rebate* of \$87.45 - \$128.40)
 - Individual face-to-face session (weekdays) - \$240.00 (Medicare rebate* of \$87.45 - \$128.40)
 - Individual face-to-face session (after 6pm and weekends) - \$255.00 (Medicare rebate* of \$87.45 - \$128.40)
- **Medicare rebates are only available to clients with a current 'GP Mental Health Care Plan'*

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- You may be able to claim a rebate through your private health insurance provider. Please advise reception if you intend to do this, and you will be provided with the relevant paperwork to forward to your provider
- Clients eligible to have their costs subsidised by TAC or Workcover/Worksafe, are required to settle their account on the day of consultation. The client is solely responsible for claiming any reimbursements from various agencies.
- Fees for report-writing and/or court attendance can be discussed on a case by case basis (note, this does NOT include standard letters to referring GP's for which there is no additional fee)
- As per Bluff Road Medical Centre policy, a \$15.00 accounting fee will be charged if your account is not paid in full on the day of the consultation, and accounts referred to a debt collection agency or solicitor will incur a debt collection fee

Appointments

- Appointments are 50 minutes duration; your understanding and patience is kindly requested on rare occasions where your appointment commencement time may be slightly delayed. 30-minute appointments can be requested where clinically appropriate after an initial assessment with your psychologist has been conducted.

Cancellations

- As per APS recommendations, appointments cancelled with less than 24-hours' notice will incur the full session fee, while those cancelled with 24-48 hours' notice will incur a 50% fee. Appointments cancelled with less than **48 hours'** notice or **before 12.00 noon Fridays** for Monday appointments will incur a **cancellation fee of 50% of your usual fee.**

By signing this form, you accept the terms and conditions above (to be signed by the person liable for the accounts).

For telehealth services, by signing this form, you agree that in circumstances where the psychologist is concerned about your welfare and is unable to contact you, permission is provided for the psychologist to contact the emergency contact listed.

Agreement to accept responsibility for Medicare rebates

The Federal Government has introduced rebates for certain Psychology services when appropriately referred by a General Medical Practitioner (GP), Paediatrician or Psychiatrist. Relevant rebates will only be paid for Psychology services by Medicare where the referring medical practitioner has completed certain referral requirements, for example, having developed a "Mental Health Care Plan." While we endeavour to ensure that we complete the procedures that are necessary for you to claim a rebate, it must be understood that we cannot be responsible for your eligibility for any claim for a Medicare rebate. This rests with the referring medical practitioner. If the referring medical practitioner has not completed any referral or review procedures correctly to enable your rebate to be accepted, you will remain liable for the full payment of any fees, and you hold the responsibility for resolving any errors with the referring medical practitioner or Medicare Australia. Additionally, we cannot be responsible for Medicare processing errors which may result in the delay of your rebate.

Client agreement:

I accept liability for all fees owing to Bluff Road Psychology and understand that it is my responsibility to resolve any errors that may arise with my referring medical practitioner or Medicare Australia. I also consent to the Psychologist I see through Bluff Road Psychology providing brief summary feedback about assessment and progress as required by Medicare.

Signature: _____ Date: _____