

Consent & Medicare Agreement

Information collection

As part of providing a health care service to you, Inner Psych Canberra needs to collect and record personal information from you that is relevant to your situation. Your personal information is gathered as part of your assessment and treatment. Electronic and paper records are securely stored and used only by your psychologist and authorised personnel of the practice (as necessary). You are entitled to access your personal information kept on file at any stage, subject to any exceptions in the relevant legislation.

If requiring further information in relation to information collection and storage you can speak directly to any personnel in the practice.

Disclosure of personal information

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential except when:

1. it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or
2. failure to disclose the information would place you or another person at serious and imminent risk to life, health or safety; or
3. your prior approval has been obtained to disclose information.

In the event that unauthorised access, disclosure or loss of a client's personal information occurs, Inner Psych Canberra will use all reasonable endeavours to minimise any risk of consequential serious harm.

Digital communications

The privacy of any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology. Zoom software is used by Inner Psych Canberra for all video conferencing. Zoom software is end-to-end encrypted and cloud hosted in Australia. Please be aware that email communication is not secure and should contain minimal personal information.

Email communication is not secure and should therefore contain minimal personal information. It will primarily be used for administrative purposes such as setting up appointments and reminders and receiving invoices and receipts.

You are responsible for any costs incurred in the provision of your own hardware, software, and data usage as required in engaging in any remote services.

Use of therapy session materials

InnerPsych Canberra psychologists will not record your sessions or use material from them for purposes other than delivering a service to you. If we wish to use material gathered during assessment and treatment for other purposes (such as consultation with colleagues), we will gain your written consent.

We ask that you respect the privacy of your clinician by agreeing not to record sessions or use materials from sessions for purposes other than your own therapy. If you wish to make a recording of a session or use session material for other purposes, you must get your clinician's written consent to do so. This includes forwarding email or text correspondence to third parties.

Requirement to provide contact details and location

As Inner Psych Canberra will work with many clients remotely, we need to be able to contact support people in your locality should issues arise. The Client Information Profile Form requests the names and contact details of two people known to you which we ask you to complete prior to your first session. If accessing a session remotely, we may require you to provide your location at the start of each session to best support you where you are.

Fees

Fees vary depending on the length and method of delivery of the session and shall be discussed prior to beginning your first session. Fees per session are expected to be paid prior to the appointment. A receipt will be provided to all the individuals so they are able to claim benefits from Medicare if applicable.

Clients holding a Mental Health Care Plan as provided by their referring practitioner are eligible for certain Medicare rebates. You can apply for a Medicare rebate of approximately \$68-137.55 (see Medicare online for full information). You will need to visit the Medicare website and make a claim only using Easyclaim or alternatively you can call them up and ask them about this process.

If applicable a portion of the cost of each session may be rebateable with your Private Health Insurance (if applicable).

Appointment Cancellations

We understand that sometimes, you may need to reschedule or cancel your appointment but we request that you provide at least 24 hours' notice prior to your scheduled appointment. Appointments are in high demand, and your advanced notice means another client can access that appointment time.

If you need to cancel or reschedule your appointment, call us on 0412 308 616 or send an email to innerpsychcanberra@gmail.com.

Late Cancellations/No-Shows

Where less than 24 hours' notice is provided, a cancellation fee of \$60 will be charged in the unfortunate event that your session can not be filled. For any no-shows, a cancellation fee of \$60 will be charged. You will receive a refund of the remaining cost of the session.

Appointment Reminders

To avoid missed appointments, your Psychologist will confirm your next session day/time at the end of each session. We will also send you an appointment reminder via SMS (by default) or email, around 48 hours prior to your session time, asking you to confirm your appointment.

Privacy note

Your personal information is protected by law, including the Privacy Act 1988, and will be collected by the Australian Government Department of Human Services for the assessment and administration of payments and services. This information is required to process your application or claim. Your information may be used by the department, or given to other parties where you have agreed to that, or where it is required or authorised by law (including for the purpose of research or conducting investigations). You can get more information about the way in which the department will manage your personal information, including our [privacy policy](#).

Record of Consent

I, _____, have read and understood the above. I agree to the above conditions for the psychological service provided by Inner Psych Canberra. In addition, I agree to receive SMS notifications, invoices and other correspondence from Inner Psych Canberra by email communication.

Signature:

Date: