



CONSENT FORM

As part of providing a psychological service, such as a psychological assessment, treatment planning and cognitive-behaviour therapy to you, your psychologist will need to collect and record personal information from you that is relevant to your current situation. This information will be a necessary part of the psychological assessment and treatment that is conducted. You do not have to give all your personal information, but if you do not, this may mean the psychological service may not be able to be provided to you.

A detailed description of how your personal information is managed, how you can access your personal information, and how to lodge any concerns or complaints about this service or how your personal information is managed must be provided to you by your health professional on request.

Disclosure of personal information

Personal information gathered as part of this service will remain confidential except when:

1. it is subpoenaed by a court; or
2. failure to disclose the information would place you or another person at serious risk to life, health or safety; or
3. your prior approval has been obtained to
 - a) provide a written report to another professional or agency. e.g., a GP or a lawyer; or
 - b) discuss the material with another person, e.g. a parent, employer or health provider; or
 - c) disclose the information in another way; or
4. you would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected; or
5. disclosure is otherwise required or authorised by law.

Provision of a telehealth service

Where appropriate the service may be provided by telephone or videoconferencing. You are responsible for the costs associated with setting up the technology needed so you can access telehealth services. *Emerge Psychology and its clinicians* will be responsible for the cost of the call to you and the cost associated with the platform used to conduct telehealth services.

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. It is your responsibility to advise your clinician if your location changes from one session to another.

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 *videoconferencing* which is compliant with the Australian standards for online security and encryption.

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 clinician will consider and discuss with you the appropriateness of ongoing telehealth sessions.

Fees

If in a rural or remote area your service will be bulk-billed with a valid referral. If you reside in a metro or regional part of Australia, a gap fee of \$95 will be your out-of-pocket cost after your rebate is processed with Medicare, and your fees are due on the day of your appointment. If your services are through another third-party provider, this service will be billed as discussed with you.

Cancellation Policy

If you need to cancel or postpone your appointment, please give notice within 48 hours, to avoid a cancellation charge of \$50. You can cancel via the online booking system by following the instructions in the confirmation email.

APS Charter for Clients of Psychologists

The attached Charter explains your rights as a client of a psychologist.

Consent to receive psychological services by telehealth

Your use of this service is tantamount to agreement to our Policy for Management of Personal Information, and Disclaimer, including the limitations to privacy and confidentiality. In particular, your use of this service, means that in circumstances where the clinician is concerned about your welfare and is unable to contact you, your use of this service extends to permission granted for your clinician to contact your next of kin.

Charter for Clients of Psychologists – see nearby links on your rights as a client, using online services safely, our Disclaimer and Policy for Management of Personal Information.

If, after reading this page you are at all unsure of what is written or disagree with any of the above, please discuss it with your clinician before commencing use of this service.