



CONSENT FORM

As part of providing a psychological service, such as a psychological assessment, treatment planning and cognitive-behaviour therapy to you, your psychologist or allied health professional (AHP) 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 the appropriateness of ongoing telehealth sessions, and where our service is inadequate to support your needs, will refer back to your GP for a review of the mental health treatment planning.

Fees:

With a valid referral, the gap-fee is \$115 (bulk billed for holders of a Health Care Card). Out-of-pocket expenses will count towards your Medicare Safety Net.

How sessions and cancellation fees (where applicable) are charged:

When you book your initial appointment, you will be required to provide credit or debit card details. These details will be used to process consultation fees, and cancellation fees if applicable (1.9% processing fee applies). If you are unable to pay via credit or debit card (or in order to save on banking fees), you can request bank transfer details to pay via direct deposit. All appointments must be pre-paid at least one business day before the scheduled appointment date. Failure to pre-pay for appointments within the specified timeframe may result in cancellation or rescheduling. If your services are through another third-party provider, this service will be billed as discussed with you.

Cancellation Policy:

A \$100 cancellation fee will apply to cancellations with less than 24 hours' notice. A \$50 cancellation fee will apply to cancellations with less than 48 hours' notice.

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 (for clients of an Accredited MH Social worker see the attached AASW Code).

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 and / or emergency services.

This policy is to be read in conjunction with our disclaimer. 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.