



Emma Currie

CLINICAL PSYCHOLOGY

Terms and Conditions of Service

Please find below the terms and conditions of services at Emma Currie Clinical Psychology. This document should be read in full prior to attending our service. If you have any questions or concerns regarding these terms and conditions, please speak with the psychologist prior to your first appointment.

Confidentiality

As part of providing a psychological service to you, Emma Currie Clinical Psychology needs to collect and record personal information from you that is relevant to your psychological treatment/assessment/service provision. This includes personal information during the intake process, notes taken during the course of treatment, assessment data, and all communications relating to treatment between you and Emma Currie Clinical Psychology. To maintain your privacy, personal information is used only by your psychologist, and the authorised personnel of the practice as necessary (e.g., to make contact with you to book an appointment).

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 in the reasonable belief of Emma Currie Clinical Psychology place you or another person at serious risk of harm; or
3. Your (parent and/or young person where appropriate) 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, health provider or third-party funder; or
 - c. disclose the information in another way; or
 - d. disclose 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.

If you are being treated under a Mental Health Care Plan, it is a requirement of Medicare that the Psychologist provide treatment summary letters to your referring GP at specified periods.

Psychologists are mandated to report suspected child abuse and neglect, and in accordance with this, any reasonable concerns will be reported to the Child Abuse Report Line. South Australian psychologists are also mandated to possible firearm risks.

If unauthorised access, disclosure, or loss of a client's personal information occurs, Emma Currie Clinical Psychology will use all reasonable endeavours to minimise any risk of consequential serious harm.

All gathered information remains the property of Emma Currie Clinical Psychology and will be stored electronically in a clinical record on a practice management software named 'Power Diary'. By agreeing to these terms and conditions, you agree to the storage of your information as above. You can view the 'Power Diary' privacy policy by visiting their website.

You have a general right to access your records (subject to some exceptions which mainly relate to privacy, health, child consent or legal considerations) and a request must be made in writing. Raw case notes and data will not be released. Fees will apply for the preparation of information requested and provided to you.

We are required to keep client personal information for 7 years after ceasing engagement with your treating psychologist, and up to age 25 years for a young person under the age of 18.

Appointments and Fees

Appointments

A standard appointment is 50 minutes. The length of assessment appointments may vary and will be discussed at the time of booking. We endeavour to send reminders for appointments via SMS or email. However, it remains your responsibility to be aware of the scheduled appointments. If you are late, the appointment will usually still finish at the scheduled time to ensure that other sessions for the day run on time. Psychologists do not receive payment for telephone or email contact outside of session times, and therefore this communication will be very limited. If a longer consultation is required, an appointment may be booked to allow adequate time.

Fees

Payment of fees are the responsibility of the client, regardless of anticipated rebates that may apply.

The full fee is required to be paid on the day using automatic payments, and rebates may be claimed within 24 hours. A Third Party secure automatic payment system may be utilised to assist in automatic processing, such as 'STRIPE', and this will be discussed with you at the time of booking. Payment details will be collected and securely stored to enable automatic processing of payments and non-attendance or late cancellation fees. By providing your payment details, you consent to automatic processing of all fees associated with the service provided to you by Emma Currie Clinical Psychology, including non-attendance/late cancellation fees. Automatic

payments and rebates (where available) will be processed within 24 hours of your appointment.

Assessment Fees

A deposit is required for booking an Assessment and this will be discussed at the time of booking. Assessment fees may be paid online through 'STRIPE', or by direct bank transfer. All Assessment Fees must be paid and received by Emma Currie Clinical Psychology two business days prior to the assessment, to ensure that funds are cleared ahead of the appointment time.

Medicare

Medicare rebates may apply if a valid Mental Health Treatment Plan has been provided to Emma Currie Clinical Psychology. It is the client's responsibility to ensure that their correct bank details are registered with Medicare and all necessary details have been provided to enable the processing of rebates. If a valid Mental Health Treatment Plan is not provided, appointments will be billed at the private rate.

Medicare enforce strict rules regarding the use of sessions under a Mental Health Treatment Plan, and the associated documentation required. There are caps on the number of sessions able to be claimed under Medicare within each Mental Health Treatment Plan itself, and within each calendar year. To assist in ensuring compliance and in order to claim rebates, please advise if you have already used sessions under a Mental Health Treatment Plan with another psychologist. Any additional sessions attended over the Medicare cap will be billed at the private rate.

Private Health

Private health rebates may apply depending on the health fund and level of cover. Full payment of the amount is required on the day of the appointment and upon request a receipt may be provided to you by email to assist you in claiming your rebate.

NDIS

Emma Currie Clinical Psychology accepts Self-Managed and Plan Managed NDIS clients only.

For Self-Managed clients, full payment is due on the day of the appointment and a receipt will be provided to you within 24 hours to assist you in claiming through the NDIS.

For Plan Managed clients, an invoice will be emailed to the Plan Manager on the day of the appointment.

Telehealth

Many services offered at Emma Currie Clinical Psychology are available and delivered via Telehealth, that is, videoconferencing (ZOOM) or telephone call. Current

as at November 2022, Medicare rebates are available for telehealth therapy appointments. There are additional considerations when engaging in psychological services through Telehealth, as listed below.

Where appropriate, psychological services 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. Emma Currie Clinical Psychology 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.

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

Limitation 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.

There may also be circumstances where the psychologist is concerned about your welfare and if they are unable to contact you, they may discuss with you a desired person to contact to ensure your safety and wellbeing.

Cancellation Policy

We understand that unexpected disruptions arise and appointments need to be cancelled or rescheduled from time to time. If you are no longer able to attend your scheduled appointment and would like to cancel or reschedule, please provide as much notice as possible by emailing hello@emmacurrieclinicalpsychology.com.au at your earliest convenience. A minimum 24 hours notice (one full business day) is required to avoid a cancellation fee.

We endeavour to send appointment reminders by text and email prior to your appointment. This reminder is a courtesy, and in the event that these reminders are not received, it remains your responsibility to monitor and manage appointment bookings/cancellations.

Cancellation fees are charged for late cancellations and non-attendances. This is necessary due to the time spent on preparing for sessions prior to the appointment, and due to the difficulty of filling appointment times at short notice. Appointments cancelled with less than a full business day's notice will incur the full fee, unless that appointment time can be filled with another client at short-notice. Appointments that are not attended, without any notice, will incur the full fee.

Cancellation fees will be automatically charged to a stored credit card, and if there is no card stored on file, an invoice will be sent by email to be paid within 48 hours. This fee is not claimable through Medicare or private health funds. If your session is due to be bulk-billed under Medicare, you are responsible for paying any associated cancellation/non-attendance fee out of pocket. For NDIS clients, cancellations less than 24 hours will be charged at 100% of the service fee. In the unlikely event that this fee is not paid, we reserve the right to utilise a debt collection service and/or cancel subsequent appointments. All payments, including administrative fees, expenses, costs, or disbursements incurred in recovering outstanding monies shall be paid by the client.

The deposit for assessments will be forfeited in the case of late cancellation or non-attendance. A full 5 days notice is required for cancellation or rescheduling of an assessment. This is due to the considerable amount of time set aside in the diary for assessments, and for the personalised preparation of the assessment including pre-purchase and set up of the required test materials.

Emergencies

Emma Currie Clinical Psychology is not a crisis or emergency service. In case of emergencies please call 000. For urgent or crisis support, please contact your GP/Doctor, or Mental Health Crisis Care/Triage line (in South Australia phone 13 14 65, in Queensland phone 1300 642 255).

For young people in South Australia you may also contact Child and Adolescent Mental Health Service (phone 8252 0133), or the Women's and Children's Emergency Mental Health Nurse (phone 8161 7000).

Because we are not a crisis service, we are unable to respond in a timely manner to crisis or emergency contact by email or phone between appointment times. By agreeing to these terms and conditions you agree to contact emergency services if and when you require urgent support.



Emma Currie Clinical Psychology
PO Box 14, Unley SA 5061
Medicare Provider Number: 5405164A
ABN: 14818210400