Client Information Sheet

& Consent Form

**Maria Leontios**

**Christopher Alexander**

**About**

We are registered psychologists providing psychological services within the Eastern Suburbs. We hold current registration with the Psychology Board of Australia via AHPRA and are members of the Australian Psychological Society. We are Medicare providers, Approved counsellor (Christopher) with Victims Services NSW, NDIS accredited and approved with NSW SIRA (workcover) as a psychology treatment provider.

**Clinical Services**

Treatment is provided for a range of issues and concerns including depression, anxiety and stress, relationship problems, Post-Traumatic Stress Disorder (PTSD) and anger issues.

We work primarily from a Cognitive Behavioural Therapy (CBT), and Acceptance and Commitment Therapy (ACT) orientation, and employ a mindfulness-based approach to my practice.

In addition, we use Trauma-Focussed CBT, Trauma-informed care, Schema Therapy and Eye Movement Desensitisation and Reprocessing (EMDR) for the treatment of Post-Traumatic Stress Disorder (PTSD) and complex trauma. In our clinical practice, we focus on the treatment of adults, older adolescents and couples.

**Social Media**

In accordance with APS guidelines, I do not use social media such as Facebook or Linked-In to contact or maintain contact with clients

**Appointments, Fees & Rebates**

**Consultation Fees**

Fees cover your session time, brief additional phone consultations, referral calls, consultation with referring doctors and other health professionals and general correspondence. Treatment services do not attract GST.

Fees for a standard 50 minute session are:

**Standard consultation**: $170

**Bulk billing**

Bulk billing is available for Centrelink recipients, NDIS clients referred under a GP MHCP, financially disadvantaged clients, students, and by arrangement. Please discuss eligibility prior to the commencement of treatment.

**Rebates**

A Medicare rebate is available on eligible sessions for clients referred with a GP Mental Health Care Plan (MHCP). **This rebate is currently $88.25**.

Under the current Medicare rebate scheme, clients are eligible to receive a rebate for up to 10 sessions under a MHCP per calendar year – 6 on initial referral and an additional 4 based on review of your progress by correspondence with your GP. Until May 2022, 10 additional sessions may be available under the COVID19 pandemic access scheme.

If you have private health insurance, you may be able to access a rebate through your provider plan. Check with your private health fund to confirm rebates available to you. You are not able to claim both a Medicare rebate and a private health fund rebate for the same session.

**Payment**

Payment is required at the end of your session, by credit card or cash. A HICAPS merchant facility is available to process bulk-billed claims or pay via credit card/electronic transfer.

If your fees are being paid by a third-party, you will be asked to provide details and verification at your first session and sign attendance at session completion (e.g. victims services). NDIS support plans are required whether you are agency-managed or NDIA managed once Medicare bulk-billed provision has ended and psychology treatment services are to be continued.

If your condition is currently under consideration for compensation, then you are responsible for payments until such time as your claim is approved. In most cases, you will then be able to reclaim this amount from the body providing compensation.

**Psychological Reports**

Psychological reports are charged separately and not billed to Medicare. Reports attract a GST component. Clients requiring reports are normally referred through their solicitor or insurance company, but may self-refer. Court reports often require formal psychological assessment and attract higher fees. Informed signed consent is required to proceed with providing a report.

**Telephone consultations**

In certain circumstances (remote location) and under current COVID-19 restrictions, it is possible to conduct a treatment session using COVIU or Zoom video teleconferencing (internet connection required with PC/tablet/or smart phone) or by phone. In these cases, normal session fees apply and you can currently access a Medicare Rebate or bulk-billing during the COVID-19 crisis.

**Cancellation policy**

SMS reminders for appointments are usually sent 24 hours prior to sessions. If you are unable to keep a scheduled appointment, please advise at least one business day (24 hours) in advance, in which case no cancellation fee is payable.

Cancellation fees may apply and if you cancel within 24 hours of the appointment or fail to attend without prior notice at between 50% and 100% of the normal fee payable. Please be aware that we cannot charge Medicare or your private insurer for missed appointments.

You can provide notice that you are unable to attend your appointment by calling and leaving a message on 0416 194 191 (Christopher) or 0416 094 191 (Maria)

**Out of hours contact**

Mobiles will usually divert to voicemail outside of normal business hours. Clients are advised that if they wish to have contact by mobile, text, or by email outside of business hours, there may be a delay in being able to respond. It may be more appropriate therefore to contact the Mental Health Crisis Team, or GP in the case of an emergency outside business hours.

**Useful Contact Numbers:**

Lifeline: 13 11 14

Beyond Blue 1300 22 4636

**Psychological service**

As part of providing a psychological service to you, we need to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information.

This collection of personal information will be a necessary part of psychological assessment and treatment.

**Purpose of collecting and holding information**

Your personal information is gathered as part of your assessment and treatment, is kept securely and, in the interests of your privacy, used only by your psychologist and the authorised personnel of the practice (as necessary). Your personal information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service to you. Client files are maintained within the office in locked cabinets and secured in encrypted/password protected files on computers in accordance with APS Ethical guidelines.

**Disclosure of personal information**

Information is collected about you as part of the assessment and treatment process, and it is important that you are able to trust that your privacy is protected. As such, all disclosures and information is considered confidential between you and your psychologist. We are however, required by Medicare to report on your attendance and progress to your referring GP if you are referred under a Mental Health Care Plan.

All personal information gathered by the psychologist during the provision of the psychological service will not be disclosed except when:

1. it is subpoenaed by a court; or

2. failure to disclose the information would in the reasonable belief of the psychologist 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;

b) discuss the material with another person, e.g. parent, employer or health provider;

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.

**Access to client information**

At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. The psychologist may discuss with you different possible forms of access.

If you have any questions, please feel free to contact your psychologist and seek clarification.

I, (print your name in Block Capitals)……………………………………….………….., Date:

have read and understood this Consent Form. I agree to the above conditions for the psychological service provided by Christopher Alexander/Maria Leontios (cross-out whichever does not apply).