

GENERAL INFORMED CONSENT

As a psychotherapy client you have certain rights that are important for you to understand because this is your therapy where the goal is your health and wellbeing.

This document informs you about the management of the information that you disclose to your psychologist. Therapy addresses issues of a highly personal nature. It is important for the success of the treatment that you remain confident that your psychologist will manage your records responsibly.

Information is also provided here about the fees and the cancellation policy.

Psychology Service

As part of providing a psychological service to you, your psychologist needs to collect and record personal information that is relevant to your current situation. Collection of personal information is a necessary part of psychological assessment and therapy.

Purpose of Collecting and Retaining Information

Information is gathered as part of the assessment, diagnosis and treatment of a client's condition, and is seen only by the psychologist. The information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.

Confidentiality

With few exceptions you have the absolute right to expect that all your personal details will remain confidential. You are assured that all personal information gathered by the psychologist during the provision of the psychological service will remain confidential and secure.

However, it is important to know there are exceptions in which all psychologists are mandated (by law) to break confidentiality. This can occur when:

1. The information you have given to your psychologist is subpoenaed (officially requested) by a court of law
2. Failure to disclose the information would place you or another person at serious risk of harm
3. Your prior approval has been obtained to
 - a) provide a written report to another professional or agency, eg. a GP or a lawyer; or
 - b) discuss the material with another person, eg. a parent or employer.

Exchange of Client Information

There may be times where, as part of the assessment and therapy process, it may be helpful for your psychologist to liaise with other people or agencies that are relevant to your therapy goals (eg., your GP, specialist, parent, WorkCover, etc.).

Please note that if you intend to claim rebates from Medicare or other agencies or organisations then your psychologist must provide summary reports to these external entities regarding your treatment progress. Under the Medicare scheme these reports will normally be sent to your GP or psychiatrist.

In relation to Mental Health Care Plans the psychologist will send three pro-forma reports to the referring GP.

- 1) Referral Acknowledgement,
- 2) Progress Report (6th sessions),
- 3) Referral Closure.

These three pro-forma reports do not contain clinical notes or personal details.

Accessing your Client Information

The psychology services provided by Dr Brendan Lloyd are bound by the legal requirements of the Australian Privacy Principles (January 2014).

All communications between you and your psychologist become part of your clinical records, which are stored in your client file. Client files are held in a secure filing cabinet that is accessible only by your treating psychologist.

A client has a general right of access to all information in their file, unless one of the exceptions to Australian Privacy Principle 12.3 applies. These exceptions restrict access where:

- giving access would pose a serious threat to the physical or mental health of any individual
- giving access would jeopardise the privacy of others • giving access would hinder any law enforcement activities
- etc...

If you wish to view and / or have a copy of the material recorded in your file then, by law, it is necessary to make the request in writing and send it to:

Attention: Dr Brendan Lloyd, PO Box 76, Suffolk Park, NSW, 2481.

Upon receiving your request, we will discuss your access options. Please allow 14 days for these arrangements to be made, but we will strive to make your file available earlier if possible. In certain cases, fees will apply.

Statute of Limitations

All records are systematically destroyed after seven years. From a practical perspective, the psychologist should retain records for at least seven years after the last treatment of a client or unless the client is a child when it is necessary to maintain the records until the child is 18 years of age. According to: Health Professionals (ACT Psychologists Board Standards Statements) Approval 2007 (No 1).

Cancellation Policy

If, for some reason you need to cancel or postpone the appointment, please give your psychologist at least 24-hours-notice. If adequate notice is not received on a "no show" for a session then you will be responsible for payment of the fee.

Please note: Medicare or health insurance rebates do not apply to cancellation fees.

Fees

See web page titled Fees. Consultations are 50 minutes.

<https://byronbaypsychologist.com.au/psychologist-byronbay/fees.php>

Fees can be paid by cash or credit/debit Master Card or Visa. Fees are collected at the beginning of each to session. This is to avoid the jarring of different head-spaces at the conclusion of each session.

Medicare and Private Health Insurance

Providing that a client has a current Mental Health Care Plan, Medicare provides 10 rebated sessions per client per calendar year for self-funding or bulkbilling clients.

You're not able to claim the gap on private health cover. This is called "double dipping".

If you intend to claim rebates on your Private Health Insurance, then please contact your insurer to check for your eligibility based on your policy entitlements.

If you do intend to make a Private Health Insurance claim, please ask for a suitable receipt.