

Psychological service

The service provided by Janelle Middleton is conducted within scheduled session times. It is not a crisis or case management service. For urgent or crisis care please contact 000 or your Doctor. For out of session support you can contact Lifeline on 131114 or a crisis support service of your choosing. A consultation is 55 minutes duration.

Collecting and holding information

As part of providing a psychological service to you Janelle Middleton needs 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 as a necessary part of providing psychological services to you. 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. 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 do not wish for your personal information to be collected in a way anticipated by this document your Psychologist may not be in a position to provide the psychological service to you. Please discuss any concerns with your Psychologist before you commence.

Disclosure of personal information

Your personal information will not be used, sold, rented or disclosed for any other purpose. All personal information gathered during the provision of the psychological service will remain confidential 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; 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.

Fees

With a valid referral from your General Practitioner this service will be billed directly to Medicare, Brisbane MIND or WorkCover Qld (dependent on your referral; when held during normal business hours) with no out of pocket cost to you. If billing is declined for reasons foreseeable by you (e.g. you have exceeded the maximum number of allowable sessions as a result of not disclosing the correct number of appointments used elsewhere) you will be liable for payment of the session. Self-referrals (or additional appointments beyond yearly limits) are accepted for full fee paying or private health clients with fee information available upon request. Other than GP reports incur a separate fee (which is not able to be bulk billed).

Cancellations & Confirmations

Appointments missed without notification or with less than 24 hours notice may incur a cancellation fee of \$20. Non-attendance fees do not attract a Medicare rebate. Please call or text 0411699591 if you are unable to attend your appointment, however if you are unable to advise prior to 8am on the day of your appointment please phone reception on 3202 5360. The cancellation fee will be waived where the appointment is able to be assigned to another client. Ahead of your appointment you will be sent an SMS message (text) to confirm your intended attendance; you need to respond to this text at least 24 hours ahead of, or by noon on midday the day prior, (whichever comes first) to secure your appointment. Unconfirmed appointments may be reassigned.

Fragrance Free

As your Psychologist is sensitive to fragrances and scented products and experiences negative health symptoms as a result of exposure you are respectfully asked not to wear perfumes or other strongly scented products (incl. strongly smelling deodorants) to your session.

APS Charter for Clients of Psychologists explains your rights as the client of a psychologist. Please refer to the attached copy or the APS website: <http://www.psychology.org.au/Assets/Files/APS-Charter-for-clients.pdf>.

I (print name)

have read and understood the information

provided above. I agree to these conditions for the psychological services provided by Janelle Middleton.

Signature:

Date: