



READ CLINIC

CLIENT AGREEMENT

Thank you for choosing to attend one of the most well established psychological services on the Central Coast.

What To Expect From Your Journey With Us: The READ Clinic team are committed to providing a high standard of service and clinical excellence throughout your journey with us. You will expect to be contacted electronically via email and/or sms for health and safety reasons to prevent the spread of COVID-19.

Appointment Reminders: You will receive text message reminders, including your appointment link, alerting you to your appointments 5-7 days prior to the scheduled date. When you click your appointment link, your appointment summary will appear on your phone showing your appointment date and time. If you need to change your appointment, you can cancel or reschedule via the appointment link (please be aware of our 48-business hour cancellation policy, as per our cancellation policy described on the following pages).

Initial and Follow-up Consultations: Consultations are generally 50 mins in duration (in some instances, a psychologist may see you for a half hour consultation). It is recommended you book several follow up appointments in order to ensure consistent treatment and prevent large gaps in your treatment. Read below for the various forms of referrals that you may be seeking treatment under:

- **Private:** GP referral is not required, there is no Medicare rebate & depending on the level of your private health insurance will determine if you receive a private health insurance rebate.
- **GP Mental Health Care Plan:** Requires a GP referral and a GP mental health care plan with specific number of sessions included in order to receive rebates, it is the client responsibility to check in order to claim. The GP mental health care plan entitles you for up to 20 Medicare rebates per calendar year (not financial year). After your 6th and 10th session Medicare requires you to have another GP letter to continue receiving your Medicare rebate and access to any additional 10 sessions in the calendar year. It is important that you track the amount of sessions you have completed so that you can claim your sessions under Medicare. Feel free to ask our admin how many sessions you have attended to help you monitor this.
- **EAP (Employee Assistance Program):** Your employer has a tailored agreement with the READ Clinic to pay for an agreed number of sessions on your behalf.
- **WorkCover/Insurance:** A GP referral with a WorkCover certificate & Insurance Case Manager details are required prior to your first session. Please have this information ready when you book your first appointment. Please note that if 2 appointments are cancelled with late notice (less than 48 hours notice) treatment will be discontinued and you will be referred back to your GP.
- **NDIS:** Self managed clients pay privately and claim from the NDIS portal after appointments.
- **Plan Managed NDIS:** Unfortunately the READ Clinic are not currently accepting clients under NDIS plan managed.

Initial Consultations and Paperwork: You are required to complete paperwork and sign policies at least 48 hours prior to your first appointment otherwise the appointment will be cancelled with a late cancellation fee charge. Your psychologist may also send you paperwork to complete throughout your therapy which must also be completed at least 48 hours prior to any appointment. All our paperwork is digital and you will receive an email with a link to complete online via Halaxy (our practice management software).



Session tracking: It is highly recommended that you track the number of sessions you have under you have under your referral scheme e.g. Mental Health Care Plan, EAP, Insurance etc. as it is the clients responsibility to ensure they are able to claim the rebate or have the session covered as per the referral. For Mental Health Care Plan's this can be done through my.gov.au, through your referral service provider or ask our admin at your next session how many sessions are left under your referral. The clinic does not take responsibility for ensuring that you can claim your sessions through Medicare or under any other referral scheme.

Couples Therapy: Consultations are generally 90 mins in duration and Medicare does not provide a rebate for relationship therapy.

Reports and Additional Services: Please note that additional charges apply for reports, letters, phone calls and psychometric questionnaires and testing.

Wait List: Due to a high demand there will be times when you require an appointment with your psychologist, but they may not have any immediate appointments available. Please be assured that our administration and treating psychologist will do their best to ensure you are seen during these times. You will be placed on the psychologists Waiting List for the opportunity of an appointment if one arises. We will SMS or call you when vacancies arise. However, we highly recommend that you book online for appointments or call the clinic on 4363 6600 on the Thursday or Friday (or other days) before the week that you require an appointment.

How Many Sessions Do I Need? The number of sessions you require depends on many factors. Your psychologist will advise you on the evidence-based treatment recommendations for your situation. However, please be aware that certain referrals carry restrictions on the number of sessions that are part or fully funded, including Employee Assistance Programs, Mental Health Care Plans and Workers Compensation claims. Please ensure you discuss this with your psychologist.

READ Clinic Website and Social Media: Additional information on our team of psychologists, group programs and other services is available on the READ Clinic's Website: www.thereadclinic.com

Please follow us on Instagram www.instagram.com/thereadclinic/ and/or Facebook www.facebook.com/thereadclinic/ for other updates about the clinic.

Supervision of Children: Whilst every effort is made by our staff to provide a safe and positive environment for all children attending the READ Clinic, please note ultimately the responsibility of the child's welfare lies with the parent and or guardian of the child/children attending. If the parent/s are required in session, possibly bring an additional adult to supervise your child/children while you are not present.

Before or After Hours Fees: Please note that there is a \$15 surcharge for before or after hours appointments. This includes appointments at or before 8am, at or after 5pm, and all day Saturdays.



Privacy and Consent: Is as per the READ Clinic privacy policy which is available upon request. The READ Clinic is bound by The Privacy Amendment (Private Sector) Act 2000, which concerns the protection of your personal information. It includes the following components:

- **Collection of Information:** The READ Clinic will need to collect and record personal information from you that is relevant to your situation. This information will be a necessary part of the psychological or consulting services provided to you.
- **Access and Corrections:** You may obtain a photocopy of the material within the limits of copyright and appropriate psychological practices. Additional costs would be incurred.
- **Confidentiality:** All personal information gathered by The READ Clinic will remain confidential except when:
 - It is a legal requirement to disclose information; or
 - Failure to disclose information would place you or another person at risk; or
 - Your written consent has been obtained to release the information to a another person or agency.