

CLIENT RIGHTS AND RESPONSIBILITIES

Appointments

Sessions are usually 50 minutes. Appointments can be made with your psychologist or through Reception. We have an SMS reminder service for the benefit of early cancellations and to allow opportunity for clients on waiting lists to attend. We suggest not relying on this alone to remind you of your appointment.

Fees

- Payment is made on the day of your consultation.
- Accounts can be processed to Medicare directly on your behalf

		MEDICARE REBATE	OUT OF POCKET COST
Clinical Consultation Fee	\$175	\$128.40	\$46.60
Standard Consultation Fee	\$160	\$87.45	\$72.55
Saturday Clinical Consultation Fee	\$200	\$128.40	\$71.60
Saturday Standard Consultation Fee	\$175	\$87.45	\$87.55

Please note: Medicare rebates can only be claimed with referral documents from your GP or Psychiatrist.

Cancellation and Non-Attendance policy

We understand that there may be times that you are unable to make your scheduled appointment. In fairness to others on our waiting list, and to your Psychologist, we request 24hours notice of a cancellation or reschedule.

- A fee of **\$88.00** will be charged if you fail to attend or provide less than 24 hours notice of you scheduled appointment.
- The cancellation fee will be **WAIVED** if you provide a Medical Certificate or the appointment time is filled by another client.
- Please note that this fee also applies to Private, Medicare and Compensable clients (*e.g. T.A.C, Workcover clients*). You will be responsible for the fee as the rebate cannot be claimed by Medicare or charged to the insurer.
- VOCAT and some funding agencies eg TPS will pay for a late cancelation/non-attendance of appointment but this amount is then taken from the clients allocated sessions.

Outstanding / Late Fees

Upon receipt of invoice payment is required within 14 days. Please contact our office to discuss payment of any outstanding accounts. reception@wpsychology.com

Failure to pay within these terms may result in **cancellation of future booked appointments**, or referral to a debt collection agency. Any cost associated with legal proceedings will be added to your outstanding amount.

Please note: Our SMS reminder service is used as a reminder for your appointment and does not affect your responsibility to attend or cancel your booked appointment.

Workcover / Victims of Crime/ TAC

Please provide details of the relevant agency, including a claim number as soon as possible.

Please note: You will be responsible for the payment of all sessions at a private client's rate should your claim not be accepted.

Client / Psychologist Relationship

It is our experience that most clients are happy with the psychologist they are seeing but occasionally this is not true. In these circumstances we encourage clients to either

- Speak directly with their psychologist to ask for a recommendation to another psychologist or
- Speak to reception staff and an appointment with an alternate psychologist can be arranged.

All our staff are aware of this process and will be happy to facilitate this should the need arise.



Confidentiality and Privacy Policy

Consultations between psychologists and clients are **STRICTLY CONFIDENTIAL**. All psychologists at our service adhere to the legal standards of the Code of Professional Conduct as set by the Australian Psychological Society. This means that communication is private and safe-guarded and your psychologist is not able to provide any information to other persons, unless you give them permission to do so. However there are some exceptions to confidentiality which primarily relate to psychologists' ethical obligations or "duty of care".

Confidentiality may therefore be breached for the following reasons:

- For the purpose of professional consultation to other practitioners legitimately concerned with you or your child's care.
- If we have good reason to believe that you or your child may be at risk of seriously harming him/herself or another person; or at risk of being harmed by someone else.

If you or your child are involved in a court case and your psychologist is required to give evidence.

These circumstances are in our experience unusual and infrequent. Your psychologist will make every effort to discuss this with you if he/she believes that it may be necessary to break confidentiality. Protecting your privacy is important to Western Psychological Services. Our Privacy Policy endorses the Privacy Act 2000 and the Health Records Act 2001. It is necessary for us to collect certain personal information to better meet your needs and to manage our service to you.

We will:

- Only use personal information provided by you for the purpose for which it was collected.
- Psychologists keep records for a minimum of seven years since last client contact. In the case of records collected while the client was less than 18 years old, psychologists retain the records at least until the client attains the age of 25 years.

You have the right to access personal information WPS has about you at any time. Your psychologist is likely to keep a record of your consultations with him/her. These records are confidential and are stored in a secure locked cabinet and/or password protected computer file.

Standards of Care

As psychologists we are accountable for our professional conduct, and if you are unhappy about any aspect of our service we would like to hear your concerns. If this does not resolve the matter to your satisfaction you are able to lodge a complaint with the Director - Dr. Angelo Pagano or make a formal complaint with the Psychologists Registration Board of Victoria (03) 9629 8722; all our psychologists are required to be registered. Alternately, you can make a complaint to the psychologists' professional body:

The Australian Psychological Society (03) 8662 3300 - if your psychologist is a member.

Thank you for choosing Western Psychological Service as your service provider.