

# Terms of Service

## **Welcome to The Psychology Hub.**

Our terms of service and your rights and responsibilities as the patient and/or parent in relation to information security, access and confidentiality as well as obligations regarding fees, cancellations and rebates are provided below. The information below aligns with the terms of services form completed at your initial appointment.

## **PERSONAL INFORMATION:**

All information obtained during your treatment is kept confidential and secure, except when:

- (1) It is subpoenaed by a court;
- (2) Failure to disclose the information would place you or another person at risk of harm; or
- (3) Your prior approval has been obtained to:
  - (a) provide a written report to another professional or agency—e.g. to a lawyer; or
  - (b) Discuss the material with another person—e.g. a parent or employer

If you claim rebates from funding bodies, doctors and health practitioners may be required to provide summary reports to referring doctors, specialists and/or agencies regarding your progress. Health research using de-identified data may be undertaken by this practice, by funding bodies or by this practice's technology providers, which you consent to as a patient of this practice.

## **INFORMATION SECURITY AND ACCESS:**

In the course of your treatment, personal information about you is collected to enable your treatment. All notes taken in the course of your treatment and all communications relating to your treatment become a part of your clinical records. Your clinical records are stored electronically in your patient file on Healthkit, which you consent to as a patient of this practice. You have a general right to access your records (subject to some exceptions which mainly relate to privacy, health or legal considerations) and can request access to your records. Your request must be made in writing, after which your request will be discussed with you. We are required to store your personal information for 7 years after ceasing engagement with your treating psychologist, and up to age 25 years for a young person under the age of 18.

## **CONFIRMING APPOINTMENTS:**

We will endeavour to contact you via SMS or email to confirm appointments; however, it remains your responsibility to be aware of your scheduled appointments.

### **TIME AND PUNCTUALITY:**

A consultation will usually last 50 minutes. If you are late, your consultation will usually still finish at the scheduled time, to be fair to your treating psychologist and the patients with appointments after yours.

### **CANCELLATION POLICY:**

When you make an appointment the whole appointment time is reserved for you. If you need to cancel or postpone an appointment we require at least 36hrs notice. Cancellations less than 36hrs notice will incur a fee of \$100+GST. This fee is not claimable through Medicare or your private health fund. This amount will be automatically debited from your nominated debit/credit card stored on Healthkit or an invoice will be sent via post if this has not been provided. In the unlikely event that this fee is not paid, we reserve the right to utilise a debit collection service to recoup the funds. NDIS participants cancellation fee is 90% of allocated session allowance for cancellations from 3pm the day before the scheduled appointment.

### **SERVICE/CONSULT FEES:**

Fees are payable at the time of your appointment. Payments accepted include cash, BPAY, automatic debit of funds via Healthkit using the debit/credit card you provided.

### **NDIS Participants:**

For Self-Managed and Nominee Managed Funds Fees are payable at the time of your appointment. For all other funds invoices to be paid within 7 days. Payments accepted include cash, BPAY, automatic debit of funds via Healthkit using the debit/credit card you provided.

### **HEALTHKIT PAYMENT PROCESSING FEES:**

As a patient (or patient parent) of this practice you consent to paying any Healthkit payment processing fees (maximum cost 2% + \$1 per transaction) applicable to your service/consult (excluding NDIS participants under agency and plan managed plans).

### **AUTOMATIC PAYMENTS:**

The Psychology Hub now gives you the option to use Auto Payments via Healthkit to pay your appointment fees. Similar to a direct debit, your fee payments are processed automatically at the time of your appointment from the nominated credit/debit card provided by you and stored electronically on Healthkit. This means you can focus your entire appointment on treatment without the need to worry about payments. It also means less administration for your practitioner, enabling your practitioner to focus on you and help more people. When payment is processed you can receive a confirmation email, in addition to the invoice from your practitioner.

### **ONLINE MEDICARE REBATES CLAIMING:**

The Psychology Hub now allows you to claim Medicare rebates instantaneously using online Medicare claiming. This means that you do not have to go to the trouble of taking your invoice to a Medicare office to claim any Medicare rebates. Instead, your health practitioner electronically submits the claim to Medicare in one click using Healthkit, and Medicare pays the rebate into your bank account (or your practitioner's bank account if it is a bulk bill or 'gap' claim).

### **Electronic Processing and Payments:**

The Psychology Hub uses electronic software Healthkit. As a patient of our practice you authorize Healthkit Pty Ltd ABN: 62 131 908 597 to store your debit/credit card. You also authorise debit payments from your nominated debit/credit card stored on Healthkit when you have or cancel an appointment, or are provided with a service from The Psychology Hub. You acknowledge Healthkit will appear on your bank statement. You understand that Healthkit Pty Ltd own Terms and Conditions can be found on their website or that you can request a copy to be printed from my treating psychologist).

### **Working With Young People.**

Working with young people presents certain issues and legislation that psychologists must adhere to. The following clarifies where our role as a Psychologist starts and ends. It also outlines our ethical and legal responsibilities with regards to working with young people.

A young person is defined as "someone under the age of 18years old". A client-parent (or parents) is "the person who engages the psychologist to provide a psychological service for a young person".

Whilst we do our best to communicate with the client-parent regarding the progress of the young person in counselling, we cannot disclose any personal information unless

we gain a written consent from the client i.e. “the young person”, or they are deemed too young to understand these terms, disclosure to the client parent can occur.

## **Complaints Procedure QLD**

Below is a step by step guide to making a complaint. For a copy of our full complaints policy and procedure please ask our friendly staff.

1. Discuss your concern in person or writing with a) the health practitioner b) another staff member (if available). The complaint will be acknowledged within 14 days.
2. If not resolved within 45 days. Complaints can be made to the Office of Health Ombudsman (OHO), ph 133 646.

NDIS Participants: You can make a complaint to any of our staff members in person, phone, and email or in writing. A copy of our complaints procedure can be given on request. You can contact the NDIA 1800 800 110. If you are not satisfied with the outcome you can lodge a complaint with the Department of Communities, Child Safety and Disability Services (DCCSDS) Central Complaints Unit.

## **Feedback**

We love to know when we have done a great job. Please feel free to tell us.