

Clinic Policies, Fees, and Cancellations

This leaflet outlines the clinic's policies regarding appointments, fees, cancellations, and related administrative matters.

Please read this information carefully, as it forms part of the terms under which care is provided.

Appointments

Appointments are scheduled for a specific time and duration.

Please arrive on time to ensure the full use of your allocated appointment.

Late arrival may result in:

- A shortened consultation, or
- The need to reschedule the appointment

The full appointment fee will still apply.

Fees

Fees are charged for professional time and expertise.

Details regarding:

- Consultation fees
- Medicare rebates (where applicable)
- Payment methods

are available on the clinic website or from reception staff.

Fees are payable **on the day of the appointment**, unless otherwise arranged.

Medicare Rebates

Where eligible:

- Medicare rebates may be available for psychiatric consultations
- A valid referral from your GP is required

Medicare rebate amounts and eligibility criteria are determined by Medicare and may change.

Private Fees and Other Funding Arrangements

Some consultations, reports, or services may:

- Not attract Medicare rebates
- Be billed privately
- Be funded through third parties (e.g. insurers or employers)

Any such arrangements will be discussed where relevant.

Cancellations and Non-Attendance

Appointments are in high demand.

If you need to cancel or reschedule, please provide **at least 48 hours' notice**.

Cancellations with less than the required notice, or failure to attend, may incur:

- A cancellation fee, or
- The full consultation fee

Medicare rebates do not apply to cancellation or non-attendance fees.

Repeated Cancellations or Non-Attendance

Repeated late cancellations or non-attendance may result in:

- Review of ongoing care arrangements
- Requirement for pre-payment
- Discontinuation of care

These measures are taken to ensure fairness and access for all patients.

Fees for Reports and Additional Work

Fees may apply for:

- Reports and letters
- Medico-legal documentation
- Communication outside appointments
- Review of extensive external material

Such work often requires dedicated time and may require a separate appointment. Fees and timeframes will be discussed in advance where possible.

Telehealth Appointments

Telehealth appointments are subject to the same:

- Fees
- Cancellation policies

as face-to-face appointments.

Please ensure you have:

- A suitable private space
 - A reliable internet or phone connection
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Disputes and Queries

If you have questions or concerns regarding fees or administrative matters, please contact reception staff.

Concerns are best addressed early to avoid misunderstandings.

Emergencies

This clinic does **not** provide emergency services.

For urgent or emergency mental health concerns, please contact:

- Emergency services, or
 - Your nearest emergency department, or
 - Crisis support services listed on our website.
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