

Total Wellbeing Medical and Counselling Centre
INFORMATION FOR PATIENTS
(referred to a psychiatrist)

Thank you for your enquiry about seeing a psychiatrist at Total Wellbeing Centre. We trust this information will help in understanding the consultation process.

What is a psychiatrist and what does a psychiatrist provide?

A psychiatrist is a qualified medical doctor who has worked in general medicine and surgery initially, then trained for at least five years as a specialist in Psychiatry and Psychological Medicine to become a Fellow of the Royal Australian and New Zealand College of Psychiatrists. A psychiatrist is qualified to assess, diagnose and treat mental illness and emotional disorders. Assessment includes evaluating the various biological, psychological, social and if necessary, spiritual aspects of current and past problems. Information may be gained from the patient, and with the patient's permission, significant others and past treating professionals. Treatment may involve education, psychological (talking) therapies and/or medication.

Appointments

Initial assessment can be a lengthy process and may involve two or more sessions. The first appointment is for 50 minutes. Subsequent appointments are usually for 45-50 minutes or 30-35 minutes. The last few minutes of this time allow for adequate records to be completed. After the Assessment, treatment options and a management plan will be discussed which may include further psychiatry sessions. A summary of this is usually sent to your referring doctor.

Referral Information

A doctor's Referral is necessary for you to qualify for the Medicare rebate. This communication from your General Practitioner is also an important part of your care. If you have had previous psychiatric care it would be helpful if you brought to the first appointment any hospital discharge summaries you may have or contact details of mental health professionals who have treated you.

Cancellations

If you wish to reschedule or cancel an appointment please give us at least one full workday's notice. Failure to give adequate notice may result in a cancellation fee being charged. This fee is not rebateable with Medicare. If you do not attend an appointment we will attempt to contact you to reschedule. If you do not wish to continue seeing the psychiatrist, please advise us so that the appropriate communication can be made with your referring doctor.

Privacy/confidentiality

The information you will provide will be treated confidentially, unless it must be breached for reasons of safety, such as a risk of you harming yourself or others. This would usually only be done with your knowledge.

It is often advantageous to mental health care for there to be communication between different professionals and support people nominated by patients. This would occur with the patient's permission and involvement.

This Centre complies with government privacy legislation. Please feel free to ask about our Privacy Policy.

Fees

All fees are payable on the day of consultation. Credit card and Eftpos facilities are available and are the preferred means of payment.

Fees are based on the recommendation of the Australian Medical Association. A portion of each fee is rebateable from Medicare but there will be a gap payment. (Private Health Insurance does not cover outpatient medical consultations.) Typically the out of pocket expenses will range from \$60.00 to \$120.00, but may be higher for certain prolonged services. The receptionist will give you further details at your first visit. Please ensure you are registered for the Medicare Safety Net, as Medicare will cover 80% of further out-of-pocket expenses, if you exceed approximately \$1,100 in out of pocket expenses per annum. (This threshold is around \$550.00 for Healthcare Card holders.) Patients in financial difficulty (e.g. Healthcare Card holders) should discuss fees with the psychiatrist as we may reduce fees under certain circumstances.

Emergency Contacts

Although we endeavour to be as responsive as possible, Total Wellbeing Centre does not provide an afterhours or emergency service. Should you need emergency intervention your options include:

- Try to practice your Relapse Management Plan, if you have one
- Contact your General Practitioner or their Afterhours Service
- Phone Mental Health Advice Line **1300280737** for 24 hour phone assessment, advice and referral service. They can streamline contact with your nearest public mental health service CAT team if necessary. CAT teams can provide afterhours telephone support, home visits or arrange admission to a public hospital if required.
- For urgent medical attention dial 000 for Ambulance or attend your nearest hospital Emergency Department

I have read and acknowledge the above information:

Signed.....

Please print name.....

Date...../...../2011

(Please return this signed document at your first appointment)