



# Client Privacy & Consent Form

<b>Service Provider</b>	The Mind Room. A health, wellbeing and performance psychology practice, based in Melbourne, Australia.
<b>Service by a Mental Health Professional (MHP)</b>	Psychological counseling, therapy, coaching or training provided by a mental health professional (MHP) including AHPRA and AASW registered psychologists, social workers and allied health and performance professionals.
<b>Purpose of collecting and holding information</b>	<p>As part of providing a psychological service your MHP will collect and record personal information relevant to your current situation. This information is a necessary part of the needs assessment and psychological service provision. The information is retained in order to document what happens during sessions, and enables your MHP to provide a relevant and informed psychological service.</p> <p>You do not have to give all your personal information, but if you do not, this may mean the psychological service may not be able to be provided to you.</p>
<b>Client Administration Information</b>	Your client information (e.g., registration details, referrals, reports, letters, payment history) will be stored on practice management software called Halaxy. Invoices and receipts will be emailed as an attachment from Halaxy. Please see <a href="#">Halaxy's privacy policy here</a> .
<b>Confidentiality Limits</b>	<p>All personal information gathered by the MHP during the provision of the psychological service will remain confidential and secure except where:</p> <ol style="list-style-type: none"><li>1. It is subpoenaed by a court, or</li><li>2. Failure to disclose the information would place you or another person at serious and imminent risk; or</li><li>3. Your <u>prior approval</u> has been obtained to:<ol style="list-style-type: none"><li>a. provide a written report to another professional or agency. eg. a GP, psychiatrist or a lawyer; or</li><li>b. discuss the material with another person, eg. a parent or employer; or</li></ol></li><li>4. if disclosure is otherwise required or authorised by law.</li></ol>
<b>Emergency Contact</b>	<p>While we do not provide crisis or emergency services, there may be times when an emergency occurs so we ask you, via the client registration form, to supply the name and contact details of your emergency contact person.</p> <p>It is essential that you keep this information up to date and advise your</p>

	MHP of any changes. This is especially important if you are receiving support via telehealth.
<b>Access to Client Information</b>	At any stage you as a client are entitled to access to the information about you kept on file, unless the relevant legislation provides otherwise. The psychologist may discuss with you appropriate forms of access.
<b>Medicare Referrals</b>	If you have been referred by a medical professional on a Medicare plan then it is usual practice to provide a written report after the first, sixth and tenth sessions. Please advise your MHP if you do not wish for this to occur for any reason.
<b>Telehealth</b>	To manage health and safety risks associated with telehealth consultations conducted by video or audio, you will need to provide: <ul style="list-style-type: none"> <li>• your current location at the start of each session.</li> <li>• A local contact person in case of an emergency (see Emergency Contact)</li> </ul>
<b>International Telehealth</b>	In order to be compliant with international regulatory and ethical issues we are only able to provide a limited service for clients based outside of Australia. We can provide general coaching services relating to normal life and work stressors, challenges and events.  We can not provide mental health diagnosis or treatment. Where a mental health diagnosis is apparent we would need to refer you to a locally delivered mental health service provider.
<b>Online Communication</b>	The privacy of any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology. We use an established telehealth platform called CoviU.  All communication between CoviU servers (in Sydney) and CoviU users are encrypted and authenticated using a strong protocol (TLS 1.2), a strong key exchange (ECDHE_RSA with P-256), and a strong cipher 128-bit encryption (AES_128_GCM). This includes any signalling data. Within a CoviU call, all data, video and audio that is exchanged is encrypted using DTLS-SRTP between the participants. For more <a href="#">data security and privacy on CoviU, go here</a> .  If for any reason your CoviU telehealth session fails, your clinicians will discuss alternative modes of communication including Telephone, <a href="#">Facetime</a> or <a href="#">Google Meet</a> to complete the session. If you consent, the session can proceed on one of these alternative communications platforms or you can reschedule your session for another time.  You are responsible for any costs incurred in relation to the provision of your own software, hardware and data usage associated with this telehealth service.
<b>Email Communication</b>	Please be aware that email communication is not typically secure and should contain minimal personal information. We strive to keep email communication to a minimum. Your clinician will seek verbal consent prior to sending any private or confidential letters or reports via email.  If you initiate communication via email then we will reply via email, unless you state otherwise. We do have a fax and postal service as an alternative means of communication.

<b>Use of session materials</b>	<p>Your clinician will not make electronic recordings of your sessions or use material from these sessions for purposes other than delivering a service to you.</p> <p>Please respect your clinicians privacy by agreeing not to make electronic recordings of sessions or use materials from sessions for purposes other than the service provided.</p> <p>If either party wants to record sessions or use session material for other purposes, prior informed consent is required from both parties.</p>
<b>Cancellation Policy</b>	<p>If you need to cancel or reschedule your appointment, please give at least 48 hours notice to avoid any cancellation fees.</p> <p>Non-attendance or cancellation within 24 hours of your scheduled appointment time will incur 100% of the cost of your session.</p> <p>Cancellations with less than 48 hours notice will incur 50% of the cost of your session.</p> <p>We use an automated appointment reminder system (email and sms) to support your attendance. However, please note that it is your responsibility to manage your appointment times and keep us updated on any contact detail changes.</p> <p>Your MHP will work with you, in good faith, to avoid any recurring cancellation or rescheduling fines or fees.</p>
<b>Fees</b>	<p>Appointment fees vary depending on the appointment length, type and MHP. You will be advised at the time of making your initial appointment of any fees, payments and rebates. We will provide 4-weeks notice of any fee increases.</p> <p>Payment is required on the day by EFTPOS, Credit Card or Electronic Transfer.</p> <p>Please ask your MHP or our reception team if you are unsure of any fees, rebates or other financial issues prior to your first appointment.</p> <p><a href="#">APS National Schedule of recommended fees.</a></p>
<b>Rebates or Third Party Payments</b>	<ul style="list-style-type: none"> <li>● <b>Medicare:</b> You can claim a rebate from <a href="#">Medicare</a> if you have a current Mental Health Care Plan referral from your GP or Psychiatrist. Please provide a copy of any referrals you have been provided before your first session.</li> <li>● <b>Private Health Insurance:</b> Depending on your cover, you may be able to claim a rebate through your Private Health Insurer. Please contact your health insurance provider directly.</li> <li>● <b>TAC or Workcover:</b> Please advise if you have a TAC or Workcover claim/referral as not all our MHP team accept this work.</li> <li>● <b>EAP:</b> If your employer or organisation is part of our <a href="#">Employer Assistance Program</a> (EAP) then we will invoice them directly. Please also read your employer/third party payers privacy and consent policy and any limits to service provision or funding.</li> </ul>
<b>Talk to us</b>	<p>If, after reading this information you are at all unsure of what is written, please talk to your MHP or our Practice Manager prior to providing your consent. Email: <a href="mailto:hello@themindroom.com.au">hello@themindroom.com.au</a> or Tel: 03-9495 6261.</p>