



Psychological Services: Client Consent Form

Personal information

As part of providing a psychological service to you, Remote Therapy and your psychologist will need to collect and record some personal information that is relevant to your situation, such as your name, date of birth, contact information, Medicare card details, medical records, etc.

The collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted. Your informed consent will be obtained before any treatment or procedure is initiated, and you may withdraw from treatment at any time without prejudice.

If you are unclear about any of the information on this consent form, please contact us on 07 4517 5336 or at info@artemispsychologyservices.com

Privacy and confidentiality

Your personal information is gathered as part of your assessment and treatment. All of this is kept securely and, in the interests of your privacy, used only by your psychologist and authorised administrators (as necessary). We would like to emphasise that your privacy and the information that you provide is always protected. All psychologists at Artemis Psychology Services are registered with the Australian Health Practitioner Regulation Agency (AHPRA) where they are required to follow strict guidelines for professional conduct and ethics.

Your personal information is retained to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service to you. You are entitled to access your personal information kept on file at any time. Should you wish to see the information kept in your client records, please discuss it with your psychologist before contacting Artemis Psychology Services. Artemis Psychology Services does not provide client notes, except where required by law.

When consulting with colleagues, or during supervision, your psychologist will be required to conceal your identity and the identity of any associated parties, and to preserve your privacy in accordance with the Australian Psychological Society Code of Ethics.

Limits to confidentiality

All personal information gathered by Artemis Psychology Services and your psychologist during the provision of the psychological service will remain confidential except in the following circumstances:

1. If it is subpoenaed by a court
2. If failure to disclose the information would, in the reasonable belief of Remote Therapy or your psychologist, place you or another person at serious risk to life, health or safety.
3. If your prior approval has been obtained to:
 1. Provide a written report to another professional agency, e.g. a GP, school, or lawyer; or
 2. Discuss the material with another person, e.g. a parent, employer, or health provider; or
 3. Disclose the information in another way.
4. If you would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your GP) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected.
5. If disclosure is otherwise required or authorised by law.

Consent to exchange information

Your psychologist is required to communicate with your referring doctor if you are attending under a Mental Health Care Plan. It is also good professional and clinical practice to communicate with other clinicians or those assisting in your care, even if you do not have a Mental Health Care Plan. Signing this consent form gives your psychologist permission to communicate with other clinicians and those assisting in your care regarding information relevant to your treatment. This will be discussed with you first.

Payment policy

We require privately funded sessions to be paid via credit/debit card or direct deposit within 1 business day. Clients with a Mental Health Care Plan can make their bulk-bill booking free of charge. We will require your banking details to secure and process your rebate. Artemis Psychology provides paid invoices for you to claim any private insurance rebates.

Assignment of Benefit

If you have a Mental Health Care Plan, by signing this agreement, you are consenting to the assignment of the Medicare benefit directly to the provider.



Unsecured email communication

If a secure messaging channel is not available for any reason, we may send medical reports or letters via unsecured email. We will endeavour to send all communications through secure channels.

Permission to collect, store and charge credit/debit card

If you are paying for your therapy privately, we will collect your credit/debit card information online, store it in our secure software, and charge it after each appointment.

Cancellation policy

All clients can cancel their appointment free of charge up to 48 hours before it is scheduled to begin.

If you cancel your appointment within 48 hours of the start time, or if you do not attend the appointment, you will be charged the equivalent of the session rate. A new booking will not be available until the late fee is paid.

If you are a bulk-bill or reduced rate client and cancel 3 appointments within 3 months, even with 48+ hours notice and legitimate reasons, we will not be able to rebook you. Reduced rate sessions are reserved for clients with a genuine need and are waitlisted.

Refund policy

If you cancel a pre-paid, privately funded appointment more than 48 hours before the session time, you will be eligible for a full refund minus payment processor fees. You may also choose to roll your balance over to a new appointment.

Telehealth

Artemis Psychology Services is a telehealth psychology provider. All online EMDR appointments conducted by Artemis associated psychologists will be held over a video call with a fully compliant EMDR service provider, please ensure you have camera & audio enabled on your device before commencing the session.

You have a right to confidentiality with Telehealth under the same laws that protect the confidentiality of your medical information for in-person psychotherapy. Any information disclosed during your therapy, therefore, is generally confidential.

There are risks unique and specific to Telehealth, including but not limited to the possibility that your therapy sessions, or other communications from the therapist to others regarding your therapy sessions, could be

- Disrupted, or
- Distorted by technical failures, or
- Interrupted, or
- Accessed by unauthorised persons.

AI Note Taking

Your psychologist may utilize an AI note taking tool like Heidi or NovoNote to accurately and efficiently capture the details of your appointments. This allows the psychologist to focus more on the conversation and less on manual note taking, enhancing the quality of care you receive.

By signing this consent form, you agree to allow your clinician to use AI note taking software during your consultation.

Electronic Recording

To protect the privacy of both you and your psychologist, you are not permitted to record audio or video of your sessions. You are permitted to take notes. By signing this consent form, you agree not to record your sessions.

Your therapist may record your sessions, but only after securing your verbal consent.

Consent

I have read and understood the above consent form, and I agree to the conditions outlined within it.

Signature:

Date: