

You Psychology Adelaide Pty Ltd.

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Tom Watts
CLINICAL PSYCHOLOGIST

11th January 2023

Dear Valued Client

To allow us to continue to provide a quality and affordable professional service, we are required to regularly review our fee and appointment policy. Due to ongoing increases to expenses, we have increased our gap fee and the following schedule of fees and appointment etiquette is outlined below.

- 1) If you are referred under an active Mental Health Care Plan:
 - A **\$90 GAP** is payable at your appointments. **Unless previously quoted differently.**
- 2) If you are self-funding your appointments (no referral or private health cover)
 - The full **fee payable is \$221.65**. If claiming with your health fund, payment can be processed through HiCaps.
- 3) Workcover and NDIS clients; we will continue to invoice accordingly for all your appointments.

Our current fee policy for cancellations and rescheduling:

1) The following fees will apply for late cancellations, late rescheduling and failure to attend appointments:

- Cancellation or rebooking with **at least 48 hours' notice = no cost.**
- Non-attendance, cancellation, or rebooking of an appointment **with less than 48 hours' notice = \$221.65 (FULL-SERVICE FEE) –** This applies to all clients.

**** You are personally responsible for cancellation, non-attendance fees. Medicare or other rebates do not apply for cancellation and nonattendances.**

If you are unwell, please let us know as we can do appointments by Telehealth and may also be able to move your appointment to avoid fees applying.

If you incur a fee, we will email/SMS or post an invoice for payment, which must be paid (or arranged to be paid) before your next appointment. If non-payment before next scheduled appointment, your next appointment will be rescheduled until payment can be made.

Medicare does not provide support for these fees. Please discuss payment plans if needed.

2) We will send an appointment reminder to your nominated mobile number or email. **You must reply to confirm your attendance no later than 48 hours prior to your appointment.** Non-response will be taken as non-attendance/ cancellation, where the appointment may be offered to someone else, and cancellation fees apply as above.

3) As effective psychology requires regularly scheduled attendance, **you may be discharged** from the clinic if you cancel or **do not attend 2 consecutive appointments in a row.**

I _____ understand the attendance policy and fees as outlined above.

Date _____ Sign _____

*****Please discuss with Admin if you are unsure about this information- This policy is based on Australian Psychological Society guidelines***