



Practice Policies

About Us

Our goal is to deliver exemplary care and attention while upholding a secure and welcoming environment for all. We are committed to maintaining complete transparency regarding our policies, fees, and booking procedures. If you have any questions, please don't hesitate to reach out, and we will make every effort to meet your needs within the framework of our policies.

Referrals

All referrals are reviewed to ensure they are within scope of the practice and if there is availability to schedule an appointment. If an appointment is not able to be offered your referring GP will be notified to make alternative arrangements for your care.

Privacy Policy

In accordance with the National Privacy Principles, our clinic is required to record your consent to enable us to collect and handle personal information about you.

This medical practice collects information from you for the primary purpose of providing quality health care. We require you to provide us with accurate and up to date personal details and a full medical history so that we may safely and properly manage your health care needs.

We may use the information you provide to us in the following ways, including but not limited to:

- Administrative purposes in running our practice.
- Billing purposes in compliance with Medicare or Worker's.
- Compensation requirements.
- Disclosure to others involved in your healthcare, including specialists and other healthcare providers outside this medical practice. This may be in the form of referral letters and/or by collecting de-identified statistical information for clinical audits used for improved health care.
- In collection, storage, release, and transfer of your personal information, this practice is bound by the Commonwealth Privacy Act and Australian Privacy Principles. And complies with the Health Privacy Principles.

We require your written consent to collect your information so that we may properly assess, diagnose and treat you.

For all enquiries, please phone (07) 3193 3381 or email admin@emmeco.com.au

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Confidentiality

All appointments are held in strict confidence, except in cases where specific and significant risks necessitate emergency care or the disclosure of information to relevant parties. Your personal information is handled with the utmost discretion. If you would like to grant access to appointment details, bookings, or accounts to family members, partners, or third parties, kindly indicate your preferences in your patient registration forms.

Appointments

We run an appointment system with designated time slots for each patient. When an appointment is scheduled for you, that time has been set aside for you and when it is missed that time cannot be used to treat other patients. The practice will provide text and email reminders prior to your appointment. As a virtual clinic, appointments are conducted via secure video Telehealth or telephone. Telehealth appointments can only be offered if the necessary care can be provided via Telehealth.

Provider Availability

Each of our providers maintains a unique schedule based on their specialty and the demand for their services. Availability may vary; please contact our practice for the most up-to-date information on appointment openings with specific providers.

We make every effort to uphold scheduled appointments. However, there may be rare occasions when rescheduling is necessary due to unforeseen circumstances or urgent situations. In such cases, we will strive to provide as much notice as possible and make the rescheduling process as seamless as we can. Your rescheduled appointment will be prioritized, and we will work with you to find a convenient time at the earliest opportunity.

Fee's

This is a private practice, and fees apply for all appointments, reports, and additional services, including third-party requests. Please note that each provider has a unique fee structure based on their specialty and services. Our fees are not negotiable, and we do not offer bulk billing.

For in-clinic appointments, fees are due at the time of consultation. As a virtual clinic, where in-person attendance is not required, full payment is required 24 hours prior to the scheduled appointment to confirm your booking. Assessment bookings with Psychology do require either a deposit or full deposit at time of booking.

A detailed fee structure is provided with patient registration forms and is available upon request from our administrative team. Please reach out if you have any questions regarding our payment process.

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Payments Terms and Conditions

Payment Methods

We do not accept cash payments, and no cash is held on our premises. All payments must be made via EFTPOS or Epay.

Surcharges

Surcharge fees apply to all eftpos and electronic payments via software management, to alleviate clients scheduling for assessments, bank transfer deposits are available. Please enquire with reception.

Cancellation Policy

Providers policies may vary, please contact reception for information on each individual policy. For psychiatry patients, there is a 48 hours cancellation policy non-compliance of this policy may result in a cancellation fee, non-arrival patients will be charged the full appointment fee.

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Medicare & the Medicare Safety Net

A rebate will apply for consultations with valid referrals and Mental Health Treatment Plans only. Rebates will be processed electronically at the end of your appointment. Rebates increase substantially when an individual reaches their Medicare safety net entitlement level. Please make sure you are familiar with this and have ensured your details are up to date with Medicare as this initiative provides significant financial benefits when your threshold is attained. Medicare rebates cannot be processed unless there is a valid referral or MHTP on file. These must be provided by your treating GP (valid for 12 months) prior to your appointment or rebates cannot be provided. Please note the practice will ensure to remind you prior to your appointment, however, it is your responsibility to ensure referrals and MHTP's are obtained and current.

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Prescriptions

We are unable to provide scripts outside of an appointment. Please ensure you request necessary scripts during your consultation.

Urgent Appointments & Service Limitations

Our practice will make every effort to accommodate urgent appointment requests at the earliest available time. However, due to high demand, there may be a wait of several days before an appointment becomes available. Please note that our psychologists do not offer emergency or crisis appointments, and we are unable to provide emergency services.

If you are experiencing an emergency or require immediate assistance, we strongly recommend contacting local emergency services or a dedicated mental health crisis support line.

Crisis or Emergency Care

This is not available. Public mental health services provide crisis care in addition to some other options listed on our website. Immediate options include dialling 000 or attending your nearest emergency department. There are additional options listed on our website. 1300 MH CALL (1300 642255) is a 24 hour/7 day per week service to link to community mental health services.

Provider Communication Policy

To minimise disruption to the provider as they are in appointments with other clients/patients, phone calls from patients will not be put through. Any enquiry about medication condition, side effect, symptoms, prescription, medical reports, medical certificates and application forms will not be responded to by our providers via phone or email. We encourage email feedback for consideration at your next appointment. If your enquiry requires a response from your provider this will require an appointment to be booked. If your provider has requested for you to provide information for feedback please ensure this is clear in the request and a follow up call will be arranged.

Feedback & Concerns

We value your input in helping us enhance our services. If you have a concern or feedback to share, kindly send an email to our reception team with a detailed message intended for review by our management and providers. Please allow us some time to thoroughly investigate your concern. Once the investigation is complete, we will promptly reach out to you, and together, we will work towards finding a solution to address and resolve the issue. Your feedback is crucial to our continuous improvement.

Zero Tolerance Policy

Our entire staff is equipped to support your journey in accessing care, ensuring courtesy and respect throughout the process. Our primary aim is to deliver expert care and attention while upholding a safe and welcoming atmosphere for everyone. It's important to note that any aggressive or threatening behaviour during interactions with our staff is not acceptable, and it may result in the discontinuation of ongoing care at the clinic.

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Right to Terminate

Our clinic retains the right to conclude the provider-patient relationship in cases of practice policy violations, which may occur under the following circumstances:

- When the services are no longer advantageous to the patient.
- When the involvement of another professional may better serve the patient's needs.
- When payment is not received for services rendered.
- When a patient exhibits late cancellations or non-attendance on two or more occasions.
- **When a patient doesn't comply with the agreed-upon treatment and medication plan exactly as prescribed. Any changes to how medication is taken must be discussed with and approved by the prescribing doctor.**
- When the patient, a family member, or a significant other displays hostility, aggression, or disrupts the clinic's operations.

The above are conditions and policies upheld by the practice. The practice and providers reserve the right to enforce the above.

These policies may be updated from time to time. It is your responsibility to be aware of any changes so please ensure you remain familiar with practice policy information located on our website or by contacting reception.

If more detailed information is required and it is not available on our website emmeco.com.au please contact the practice via email admin@emmeco.com.au

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