

## psychology new client intake form

### general information

Title: \_\_\_\_\_ Surname: \_\_\_\_\_ First Name: \_\_\_\_\_

Address: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone (H): \_\_\_\_\_ (W): \_\_\_\_\_ (M): \_\_\_\_\_

E-mail address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Occupation: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Medicare Card Number: \_\_\_\_\_ IRN: \_\_\_\_\_ Expiry: \_\_\_\_\_

Do you have private health insurance? Yes / No Health Fund: \_\_\_\_\_

### client information

*Please read the following information carefully before signing.*

#### 1. Policies on fees

- 1.1 I understand that appointments not attended or cancelled with less than 48 hours' notice may incur a charge and that **payment is required at the time of consultation.**

#### 2 Missed Appointment Policy

- 2.1 Whilst we understand that there may be times when extenuating circumstances prevent you from attending your appointment or rescheduling your appointment at late notice, we must be strict, fair and consistent with all clients. By adhering to our Missed Appointment Policy, we aim not only to create a culture of mutual respect between clients, practitioners and staff, but to also improve health outcomes by ensuring a continuity of care.
- 2.2 We ask that, where possible, to please provide 48 hours' notice if you are unable to attend your appointment.
- 2.3 A fee may be charged if this notice is not provided.

### informed consent

#### 3 Psychological service

- 3.1 As part of providing a psychological service to you, Paula Bonney Psychotherapeutic Services needs to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information as part of providing psychological services to you.
- 3.2 This collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted.

#### 4 Purpose of collecting & holding information

- 4.1 Your personal information is gathered as part of your assessment and treatment, is kept securely and, in the interests of your privacy, used only by your psychologist and the authorised personnel of the practice (as necessary).
- 4.2 Your personal information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service to you.
- 4.3 A more detailed description is provided in the practice's privacy policy, which can be accessed at [www.connecthealthcare.com.au](http://www.connecthealthcare.com.au).
- 4.4 The Privacy Policy contains information about how to access and seek correction of your personal information, and how to lodge a complaint about our management of your personal information.

#### 5 Consequence of not providing personal information

- 5.1 If you do not wish for your personal information to be collected in a way anticipated by this letter or the Privacy Policy, Paula Bonney Psychotherapeutic Services may not be in a position to provide the psychological service to you.
- 5.2 You may request to be anonymous or to use a pseudonym, unless it is impracticable for Paula Bonney Psychotherapeutic Services to deal with you or if Paula Bonney Psychotherapeutic Services is required or authorised by law to deal with identified individuals. In most cases it will not be possible for you to be anonymous or to use a pseudonym.

#### 6 Access to client information

- 6.1 At any stage you are entitled to access your personal information kept on file, subject to exceptions in the relevant legislation. The psychologist may discuss with you different possible forms of access.

#### 7 Disclosure of personal information

- 7.1 All personal information gathered by the psychologist during the provision of the psychological service will remain confidential except when:
  - 1. it is subpoenaed by a court, or disclosure is otherwise required or authorised by law; or,
  - 2. failure to disclose the information would in the reasonable belief of the Paula Bonney Psychotherapeutic Services place you or another person at serious risk to life, health or safety; or,
  - 3. your prior approval has been obtained to:
    - a. provide a written report to another professional or agency. e.g., a GP or a lawyer; or,
    - b. discuss the material with another person, eg. a parent, employer, health provider or third-party funder; or,
    - c. disclose the information in another way; or,
    - d. disclose 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.
- 7.2 Your personal information is not disclosed to overseas recipients, unless you consent or such disclosure is otherwise required by law. Your personal information will not be used, sold, rented or disclosed for any other purpose.

I, \_\_\_\_\_, have read and understood the information above. I agree to the above conditions for the psychological services provided by Paula Bonney.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_