
Welcome



Some useful information for therapy clients

Ling Chan
Clinical Psychologist
Reg: PSY0001409306

Updated 14/06/2021

Ling Chan

Clinical Psychologist

M: 0426 380 598

(Unable to receive SMS/Texts)

T: 02 4362 3162

Fax: (02) 4362 3854

E: clinpsychmail@gmail.com

www.lingchan-clinpsych.com

Ourimbah Surgery

61 Pacific Highway, Ourimbah NSW 2258

About emails and texts

I do exchange emails with my clients, but I am unable to respond promptly. Please keep your messages as brief as possible, and I shall respond when I can. Be aware that email communication is not secure, and may be sent to unintended recipients. I strongly recommend that we reserve the detailed discussion of sensitive issues for face to face sessions.

Your privacy

The information clients share for the purpose of therapy is 'privileged' and cannot be released without written authorisation from the client, unless required by law or duty of care.

The clinical psychologist may be obliged to release information if served with a subpoena from a court of law. We have a duty of care to breach confidentiality if we have good reason to believe that a client may be in danger of harm to self or harm to others. We have child protection responsibilities, and are mandated to report to the Department of Communities and Justice information that may arise within therapy sessions that indicate children are exposed to the risk of serious harm.

Occasionally, we may need to communicate with other health care providers or organisations about your care. On such occasions, your consent will be sought before any information is exchanged. Family members sometimes make contact and wish to discuss your care. Again, we are unable to communicate with them until we have obtained your consent.

If you have been referred under Medicare's Better Access Program (Mental Health Care Plan or Mental Health Treatment Plan), the referring GP will receive a report from the psychologist after you have attended the number of sessions the GP referred you for.

If you have any concerns about the content of these reports, please bring it up for discussion during our sessions, and we can make arrangements to protect your privacy. Although the practice is located within the premise of Ourimbah Surgery, your psychologist's clinical notes are kept separately from other medical records that the GP may keep if you are a patient of this surgery.

Consulting a clinical psychologist

A clinical psychologist has 6 years of University training plus ongoing professional development requirements to upkeep and update our skills. Our job is to use current evidence-based knowledge and techniques to help clients make sense of what is troubling them, and learn what is the most effective way to deal with it. Our first priority is to reduce suffering. Our ultimate goal at the end of treatment is to help each client feel that positive changes are possible, and that they have acquired new ideas, new skills and methods to work toward their personal goals.

What happens during sessions?

Weekly or fortnightly sessions of up to 50 minutes duration each.

Our full attention during each session.

Feedback on any assessments carried out, eg. questionnaires.

Shared understanding of how the problem developed, how it continues to affect you, and what can be done about it.

Up to date information about the nature of the condition, the most effective treatment options, and details about what the psychological treatment actually involves.

Whenever appropriate, a referral to another mental health specialist who have better expertise in the area you require help for.

Communication with your GP/psychiatrist. With your permission, your GP can request an update at any time. I am obliged to provide a progress report to your GP if you are referred under a Medicare funded Mental Health Care Plan.

With your consent, sessions with families or concerned carers can be arranged to share information about the nature of your difficulties and your progress.

Your welfare and your privacy are our highest priority. Clinical Psychologists abide by a code of conduct and follow strict rules about the confidentiality of the information we are given. Do ask for details during our sessions if you have any concerns.

Fees and rebates

Individual Sessions

Clients pay \$200 per standard session. Clients referred under a GP Mental Health Care Plan can claim a medicare rebate of \$128.40 for up to 10 sessions a year. A further 10 sessions can be requested under special COVID 19 pandemic support by Medicare. Limited spots are reserved for bulk billing clients in financial hardship.

Private health insurance offer different rebate schedules, depending on your plan and level of cover. Please check with you own private health insurance for details.

Telehealth consultation

Face to face consultations that take place in booked sessions offer the best way to work in therapy, free from interruptions and distractions. Under special circumstances, a telehealth consultation via phone or video conferencing (50 mins) can be arranged for the standard fee of \$200. In response to the health care needs due to the COVID pandemic, medicare is offering the same level of rebate for telehealth services as face to face services, if clients are referred by their GP. Please note that this is a temporary arrangement that expires at the end of June 2021. Many mental health service providers are awaiting government response to our petition for a longer term arrangement.

Letters and Report writing

Please allow up to 10 working days for requested reports to be completed. An hourly rate is charged at \$200 per hour or part thereof taken to prepare and write the report or letter.

Non-attendance and Cancellations

Although not all circumstances can be anticipated, I appreciate at least 48 hours notification of a cancellation. Otherwise, to cover the cost of making myself available at the appointed time, there will be a charge of 50% of the agreed fee. Please note that Medicare rebates and Work cover claims do not cover cancellation fees.

When sessions are cancelled by therapist

In the event of illness or other impediments to the therapist working on the day of your appointment, you will be notified as soon as humanly possible through phone, text and/or email. An alternative appointment will be offered as soon as possible.

Urgent assistance

I am not able to provide emergency assistance. If you are in need of immediate attention, the following 24 hour counselling/support services are better able to attend to you:

- Mental Health Lin: 1800 011 511
- Lifeline: 13 11 14
- beyondblue: 1300 22 4636
- Mensline Australia: 1300 789 978
- Kids Help Line: 1800 551 800
- Domestic Violence Line: 1800 656 463
- NSW Rape Crisis Centre: 1800 424 017
- Suicide Call Back Service: 1300 659 467

If you find yourself in a situation where you or someone else may be at high risk of being harmed, please do not hesitate to call Emergency Services (000).

People are sometimes reluctant to take this step. If you have any concerns about contacting the police when you or someone else is in serious danger, please bring this up during our session so we can make a detailed safety plan for you, including how to use emergency services effectively.

Contact outside session times

I am not available for direct contact outside of our appointed session times. To provide the best service to my clients, I give them my full attention during our appointed session times and will decline all interruptions during this time (with the exception of fire, earthquakes that threaten the building or other natural or man made disasters). I have other commitments outside of clinic times which would not allow me to give clients my full attention over the phone, SMS or email.

If you have an important message for me, please call **0426 380 598** during office hours and leave a message. Please alert the receptionist that the message is urgent. Outside office hours you will be able to leave a voicemail at the same number. I shall get back to you as soon as possible. If you require immediate assistance, please consider dialling '000'.