



Information Sheet: On-Site Office Consultations

General Information

Primary Care Psychology offers a bulk-billed, office-visit psychology service to assist people who are unable to take time off work to attend a medical clinic on a regular basis. We recognise that people can occasionally leave work for a few hours to see a dentist or doctor for a one-off appointment, but may find it difficult or impractical to take time off work every week for several months.

Our clients include people from all levels in companies throughout Melbourne. From senior management to floor staff, the exact circumstances may differ across positions, responsibilities and industries, but the fundamental principles of mental health stay the same.

Some companies already have an Employee Assistance Program (EAP) that provides short-term counselling for staff, and we suggest you check with your supervisor or human resources manager if an office visit from a clinical psychologist is appropriate. Please note, however, that it is rare to find an EAP provider who can match Primary Care Psychology's offer of a bulk-billed (no fee*), on-site service.

*with a referral from a GP.

Office-Visit Mandatory Requirements

Primary Care Psychology is only able to offer an office-visit service by ensuring the safety of our psychologists. We take the following precautions to prevent putting our psychologists into any potentially dangerous or ethically compromised situations. Clients who cannot adhere to these requirements should choose our low-cost, psychology clinic option instead.

The following three mandatory requirements must be met for every office visit consultation:

1. Creating a safe environment

On-site consultations occur during normal business hours, 9am-6pm, Monday to Friday. Other employees must be located in the vicinity of the consultation (but not in the consultation room) as we will not enter a company premises when only the client is present.

2. The consultation room

The room in which the consultation takes place should have at least two chairs, be somewhat tidy, free from distractions (telephone, television, radio, other employees, etc), and afford some degree of privacy. Usually these consultations occur in a client's office or a meeting room. Consultations in an open-office environment is not appropriate due to the nature of the issues discussed. If you need to use



a meeting room then please ensure it is pre-booked for at least one hour from the designated consultation time.

3. Please be ready at the designated time

Our office-visit psychologists run on a tight schedule and must travel considerable distances between appointments. Therefore they must leave at the end of the designated appointment time even if you were late to start. Of course if the psychologist is late then s/he will extend your appointment time if possible.

Thank you for respecting these basic requirements.

What do I need to do now?

1. If you require a bulk-billed (no fee) Medicare service then please read the attached Medicare Information Sheet and follow the instructions.
2. Those wishing to use private health insurance (instead of Medicare; by law it is not possible to use both) will need to ring their insurance company to check their level of cover and the amount that can be claimed per session. Our fee for an on-site consultation is \$80 per hour, and, on average, clients with *extras cover* can usually claim approximately \$50 per session (the exact amount and maximum number of sessions varies by insurance company). Please ensure you contact your insurance company to determine what forms need to be brought along to the session for your psychologist to complete.
3. For WorkCover, TAC, and Victims of Crime claims please contact your Human Resources Manager or your funding organisation to determine what paperwork needs to be processed by your psychologist at the conclusion of each session.
4. Ring 9553-8838 or email carepsych@gmail.com to book a time for your first appointment.
5. Read the attached *Consent Form* (you do not need to sign this form if you have any questions).
6. Complete the attached form *Registration Form – Office Service*.
7. Bring your *Consent Form* and *Registration Form* to your first appointment, together with any other relevant paperwork (e.g., GP referral and Mental Health Care Plan, Insurance Report Form, etc).