



Our practice is committed to providing the highest standard of treatment and service for children, adolescents and adults requiring psychiatric and psychological care. We provide general child, adolescent and adult psychiatry; including psychotherapy and medication based treatment, relational psychotherapy, general psychology for children, young adults and adults for a range of conditions including anxiety and stress related disorders. We recognise our patients' and, where applicable, their parents' or guardians' right to know about their care and to be involved in their treatment. The following information is helpful in understanding how we work within this practice.

Access

Our practice is located in a lovely house at 10 The Parade, Norwood. There is parking available on The Parade, Charles Street as well as along Fullarton Road and surrounding streets. It is very close to The Parade shopping precinct, with The Parade Shopping Centre a 3 minute drive away.

The opening hours are:

Monday to Friday – 9:00 am to 5:00pm

On weekends the office is not staffed. Messages may be left on the answering machine but these will not be played until Monday morning. Emails will also not be read on the weekend. Our practice does not offer after hours or emergency care. Crises and after hours or weekend assistance can be sought (for patients under 18) through the Women's and Children's Emergency Mental Health Nurse, contactable through the central phone number for the Women and Children's Hospital - 8161 7000. For patients 18 and over please call the Mental Health Triage Service on phone number - 131 465. Life line is available 24 hours a day on 131 114.

Cost

We use our Practice Management software, Xestro, to process all Medicare claims. There is an out of pocket cost for every appointment payable on the day. As fees are reassessed each year, please contact our admin staff for the most up to date fees, and our billing process.

Consent

Plays a large part in the medical care of all of our patients and children. The people who can give consent to treatment of a child are:

- # The child themselves if aged over 16 years, or if aged under 16 years and 2 doctors agree that the child is capable of understanding the nature, consequences and risks of the treatment and that the treatment is in the best interest of the child's health and well-being (under Section 12 of the Consent to Medical Treatment and Palliative Care Act 1995 SA).
- # The parent or legal guardian of the child.
- # If there are court orders in place with regard to custody of a child these orders must be brought to the first appointment to ensure that our staff can provide appropriate care for the child.

- # If the parents retain equal shared responsibility for the child it is appropriate to obtain consent from either parent.
- # If there is a dispute between parents then treatment will be deferred until they can reach agreement and/or obtain a court order if necessary.

Rights

- # A patient has a range of rights under the Privacy Act with regard to personal privacy and confidentiality (please see our privacy policy for details).
- # This practice also recognises the Australian Charter of Healthcare Rights - which states that patients have the right to: full information about the treatment being offered including risks and benefits of the treatment given in a clear and open way.
- # Information about costs of appointments at the practice.
- # Privacy and confidentiality, including to the child who may not want all of the content of their information provided to their parents. Information related to imminent risk or harm to the child will be relayed to parents/guardians where appropriate and if necessary the Child Abuse Report Line – operated by The Department For Child Protection.
- # Be treated in a safe and secure environment.
- # Be treated with respect, dignity and consideration.
- # Comments or complaints about their healthcare and concerns to be dealt with properly and promptly.

Responsibilities of Patients and their Parents/Guardian, where applicable

- # To inform medical staff of your or your child's medical history (including allergies).
- # To support the child/young person to attend appointments and participate in the treatment plan.
- # Respect the rights and needs of fellow patients and staff who wish to be in a safe and secure environment.
- # Inform staff of financial concerns prior to the appointment attendance.
- # To notify the practice with 24 business hours' notice if an appointment is to be cancelled or a cancellation fee will be charged.
- # To provide and update your contact information or for the child and guardians/carers so that prompt contact can be made whenever necessary by our practice.
- # To communicate to each guardian/carer about the timing and booking of appointments to ensure that those responsible for the care of the child have the opportunity to participate in their psychiatry or psychology treatment.

To read more about the information above please go to

www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights