



Mental Health Direct

Schedule of Fees from March 2023

Clinical Psychologist			
Service	Upfront Payment	MBS rebate	Out of Pocket
Face-to-Face	\$201.65	\$131.65	\$70
Telehealth	\$201.65	\$131.65	\$70

Psychologist			
Service	Upfront Payment	MBS rebate	Out of Pocket
Face-to-Face	\$159.65	\$89.65	\$70
Telehealth	\$159.65	\$89.65	\$70

Mental Health Social Worker			
Service	Upfront Payment	MBS rebate	Out of Pocket
Face-to-Face	\$149.05	\$79.05	\$70
Telehealth	\$149.05	\$79.05	\$70

Occupational Therapist			
Service	Upfront Payment	MBS rebate	Out of Pocket
Face-to-Face	\$149.05	\$79.05	\$70
Telehealth	\$149.05	\$79.05	\$70



**Grand
Pacific
Health**

Mental Health Direct

Cancellation and Non-Attendance Policy

Grand Pacific Health is committed to providing excellent health care to our consumers. Our Cancellation and Non-Attendance Policy better enables us to provide high quality services to all consumers accessing Mental Health Direct.

Cancellation Policy

If you wish to cancel your scheduled appointment, please provide at least 24 hours' notice prior to your appointment time. Providing 24 hours' notice allows us to offer your appointment to another consumer who may need to see a clinician urgently. Except in extenuating circumstances, cancellation or changes to a scheduled appointment within the 24-hour notice period, where we are unable to fill the appointment time, will attract a cancellation **fee of \$25**.

Non-Attendance Policy

A Non-Attendance is when a consumer does not attend their scheduled appointment on time or shows up more than 15 minutes late. When a consumer does not show for a scheduled appointment, it means that another consumer loses an opportunity to be seen.

Except in extenuating circumstances, non-attendances will be charged a **fee of \$25**. After a 3rd non-attendance, you will be charged the total cost of the appointment (at the discretion of management). Once this fee is paid, you will then be able to book further appointments with us.

How to Cancel/Reschedule your appointment

If you are unable to attend your scheduled appointment, please contact Grand Pacific Health by phoning **1800 929 101**.
