



# Mental Health Direct

## Schedule of Fees from July 2024

<b>Clinical Psychologist</b>			
<b>Service</b>	<b>Upfront Payment</b>	<b>MBS Rebate</b>	<b>Out of Pocket</b>
Face-to-face	\$211.85	\$141.85	\$70
Telehealth			

<b>Psychologist</b>			
<b>Service</b>	<b>Upfront Payment</b>	<b>MBS Rebate</b>	<b>Out of Pocket</b>
Face-to-face	\$166.65	\$96.65	\$70
Telehealth			

<b>Mental Health Social Worker</b>			
<b>Service</b>	<b>Upfront Payment</b>	<b>MBS Rebate</b>	<b>Out of Pocket</b>
Face-to-face	\$155.20	\$85.20	\$70
Telehealth			

<b>Occupational Therapist</b>			
<b>Service</b>	<b>Upfront Payment</b>	<b>MBS Rebate</b>	<b>Out of Pocket</b>
Face-to-face	\$155.20	\$85.20	\$70
Telehealth			

## 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**.