

**Dr Vincent Leow**

Provider Number: 5697906K

 4/ 155 Avoca Street  
RANDWICK, NSW 2031  
 admin@ozadhd.com.au  
 www.ozadhd.com.au  
 1300 520 356

Dear Patient,

To enable us to book you in with one of our ADHD specialists, we require the following to be read and signed.

## Services Agreement

between

**The patient**

and

**OzADHD Psychiatrists**

This agreement sets out terms and conditions for providing psychiatry services to you.

### **Services**

OzADHD psychiatrists can provide assessment only, or assessment followed by treatment. If you already have documentation for an established diagnosis of ADHD from another medical specialist, you may be suitable to continue treatment at OzADHD.

You will therefore have been already advised by our OzADHD team as to what stage of service is currently most suited to your needs.

OzADHD Psychiatrists are medical specialists who will provide evidence-based and person-centred assessment and treatment utilising a range of therapies, including medication, psychotherapy, and other treatments.

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Diagnosis and treatment decisions are based on comprehensive clinical history, standardised questionnaire results and updated clinical practice Guidelines.

OzADHD Psychiatrists are members of the Australian ADHD Professionals Association.

### **Informed Consent to Assessment :**

**A diagnosis of ADHD is not guaranteed.** Our aim is to provide the most accurate assessment based on the available information. Should you disagree with the diagnosis, we recommend discussing this with the psychiatrist or obtaining a second opinion.

You should also consider the possible implications, such as employment and duty to disclose, if you have formal diagnosis of ADHD.

### **Your Responsibilities**

You have a responsibility to be truthful and to express any concerns clearly to the doctor.

You have a responsibility to provide a complete medical history, including information about past illnesses, medications, hospitalisations, family history of illness, and participate in a risk assessment and other matters relating to your current health.

You have a responsibility to request that the doctor clarify any information provided when you do not fully understand anything that has been discussed.

You have a responsibility to meet your financial obligations with regards to medical care on the day of your appointment, including fees incurred as per the cancellation policy.

You have a responsibility to conduct yourself in a respectful manner in communications and interactions with reception staff. Use of inappropriate, threatening (including the use of legal threats) or abusive language and behaviours towards the doctor or reception staff will not be accepted.

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## **Billing**

OzADHD is a private billing practice, therefore bulk billing is not offered as a payment method. OzADHD is not accepting workers compensation referrals, OzADHD is for assessment and treatment of ADHD only.

Your appointment costs will be deducted from your nominated account no earlier than **36 hours before your appointment.**

You will receive your medicare rebate at the end of the appointment. This will be refunded to your nominated account, the one you have given to Medicare.

## **Failure to attend scheduled appointment**

You understand you are required to give no less than 48 hours notice if you wish to cancel or reschedule an appointment.

To cancel or reschedule, you must email with the subject line "Cancel" or "Reschedule" to [admin@ozadhd.com.au](mailto:admin@ozadhd.com.au) within business hours. Monday to Friday 10am - 4pm.

Do NOT call and leave a voice message. If you are unable to provide 48 hours notice due to an emergency, illness or work related reason, OzADHD reserves the right to ask for evidence, such as a medical certificate or letter from employer.

If you are running late to an appointment, efforts will be made to contact you by phone (two phone calls may be from a ' No Caller ID' ). If you are more than 5 minutes late and we are unable to contact you, it will be classified as a Did Not Attend.

If a Did Not Attend occurs (unless medical emergency verified by a medical certificate) full fees for your appointment will apply with no Medicare rebate.

If you fail to attend two consecutive appointments, the next appointment will be a joint appointment with your General Practitioner to discuss the management plan.

## **Consent to Release Information**

I shall not release any information about you or your treatment to any third party without your prior written consent. I shall however, subject to this agreement, be free to liaise with your nominated GP or any other health professional as nominated by you in the course of your treatment.

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### **Limits of Confidentiality**

Your confidentiality is guaranteed but not absolute.

It is in my discretion to make an assessment and decide if the breach of confidentiality is warranted in certain circumstances, namely:

- If you are deemed to be a danger to self or others.
- If you report information indicating that child is at risk or being abused.
- If information you report concerns your ability to safely operate machinery or vehicles.
- If I am subpoenaed by a court of law.

### **Informed Consent to Treatment**

It is a medico-legal requirement that before any medication can be commenced, the psychiatrist must firstly provide a thorough explanation and for the patient to be given an opportunity to address any concerns and then to demonstrate an understanding necessary to provide signed informed consent.

You will also be provided with written information regarding the recommended treatment modalities, and will be required to sign a medication consent form.

For this reason, a script will only be provided in subsequent sessions.

Due to the complex and variable nature of ADHD medications, results cannot be guaranteed. As there are a range of medications and individual response is unpredictable, it is usual for the dose of medication and regimen to require change and adjustments to achieve the best possible outcome for you. These decisions will be made collaboratively with you, based on evidence-based Guidelines and Department of Health regulations on prescribing S8 and other ADHD medications .

Medications have both benefits and risks. Side-effects are common.

You should also consider the option of not using medication and focus on psychological therapy if that is the best outcome for you.

If a medication is being started, regular follow-up psychiatric reviews will be scheduled for you to track improvement and to ensure any side-effects are thoroughly managed.

As long as medication is taken, you are required to attend your regular GP for physical examinations and assist in monitoring for side-effects.

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Medication must be used safely and will be ceased by the doctor at any stage if there are concerns regarding your safety.

You have a responsibility to cooperate with the treatment plan and to inform the doctor if you feel that it should be changed or stopped.

You have a responsibility to attend the agreed-upon appointments with your psychiatrist and your GP as any failure to attend increases risk harm to you and treatment must cease.

Your participation in treatment is voluntary and you have the right to withdraw from treatment without adversity at any time. If you don't show-up for three consecutive scheduled appointments, your treatment will also be considered terminated and you will be financially responsible for the fees of the missed sessions. A letter will be sent to you and your GP acknowledging the termination along with a closing bill for any unpaid balance.

If you fail to attend two consecutive appointments, the next appointment may be jointly your GP to discuss the future management plan.

Emergency and Crises Care and Management: OzADHD cannot provide emergency or crisis care and management. Before medication is started, there will be a thorough discussion on how to recognise and manage common side-effects. If you feel that you need to be seen by a doctor immediately or you are in a crisis, please go to your GP, Emergency Department, or call your local Mental Health Line, or call 000.

## **Complaints Policy**

Feedback is welcome!

If you have any complaint against OzADHD, their staff or doctor/s, please call OzADHD as soon as possible to discuss. Please also submit your complaint in a clear and detailed email, outlining the nature of the complaint to [admin@ozadhd.com.au](mailto:admin@ozadhd.com.au).

Any complaint will be handled in a timely manner, taking into account the complexity and severity of the issues raised.

The person making the complaint shall be kept informed by OzADHD regarding the resolution plan throughout the process, the outcomes and expected timeframes. All complaints will be treated in a confidential manner.

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You are strongly encouraged to discuss your concerns directly if it involves the psychiatrist, OzADHD will facilitate this by organising an appointment for you with the doctor concerned as soon as possible.

Should you no longer wish to continue treatment at OzADHD, we can organise to see you together with your regular GP to assist in a transfer of care to a new treating doctor.

**Patient's Signature:**

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**Signed on (Date):**

\_\_\_\_ / \_\_\_\_ / \_\_\_\_