

How do I notify the Practice if I need to cancel my appointment?

If you need to cancel an appointment you can do this in any one of the following ways:

- in person at the Practice
- telephone 08 9787 9072
- email admin@integrohealth.com.au
- online through our website
- reply NO to the courtesy text message appointment reminder

Please provide as much notice as possible so we may offer the appointment to another person in need.

Will I be notified of fee changes?

Our current fees are available on our website and on request and are subject to change without notice. If your appointment was booked well in advance, please check our fees closer to your appointment date as the fee may have changed.

Will I get a Medicare rebate?

Medicare determines your eligibility to receive a rebate. If you are unsure if you are eligible, you can call Medicare 24/7 on 132 011. It is your responsibility to:

- register with Medicare and update your details when they change.
- If necessary, obtain the appropriate referral for your appointment. Psychotherapy appointments require a current Mental Health Treatment Plan and GP referral for patients to be eligible for Medicare rebates.

How will I get my Medicare rebate?

We offer instant and same day Medicare rebate processing on site. Instant rebates require a debit card to be presented at the time of billing and same-day processing require your bank details to be registered with Medicare.

From when does Integro Health require a deposit for psychotherapy appointments? How can I pay?

All psychotherapy appointments scheduled on or after July 1st 2022 will require a full deposit of the consultation fee to be paid at the time of booking.

Deposits can be paid in person or over the telephone. We do not recommend paying for deposits through direct debit due to the delay in processing. The deposit must be received before or at the time of booking the psychotherapy appointment.

I have been attending psychotherapy for some time at Integro Health. Do I still need to pay a deposit?

Yes.

I have multiple psychotherapy appointments booked. Do I need to pay a deposit for each one?

No. Regardless of how many psychotherapy appointments you have booked, you will only need a deposit equal to one psychotherapy appointment. When you attend your psychotherapy appointment, you can choose to pay for that day's appointment and leave the original deposit for your next psychotherapy appointment.

What happens to my deposit if I cancel my psychotherapy appointment?

If you cancel with the required notice and have no other accounts owing, you can choose to:

- 1) leave the deposit for future appointments or
- 2) have it refunded to you.

If you cancel after the required notice, then it will be considered a non-attendance and your deposit will be forfeited to settle the non-attendance fee.

What if I am seeking treatment as part of an insurance claim?

In some circumstances, we may invoice an insurer directly for services. This can only be possible if evidence of acceptance of liability on the insurer's letterhead is provided to the Practice Manager prior to the appointment.

Please note, you remain responsible for all fees associated with your account even if the insurer has accepted liability for your claim.

What if I have an overdue account and additional appointments booked?

All future bookings will be cancelled if payment or alternative arrangements are not made within 7 days of us sending you the overdue account.

You will be notified via email of the cancellations, if any. Please note, if your appointments have been cancelled due to non-payment it may not be possible to rebook them once payment has been received and the suspension lifted.

Why do you have different notice requirements for the cancellation of appointments?

The notice required reflects:

- the minimum amount of time needed for our administration team to offer the appointment to another person
- the average notice another person needs to make necessary arrangements to attend the appointment (e.g., re-arranging work commitments or childcare).

It is almost impossible to fill an appointment with less time than the notice required.

Can I claim for Non-Attendance fees?

Medicare, DVA, Private Health Funds and insurers do not reimburse or provide rebates for missed appointments.

Can the fee be waived/cancelled?

A non-attendance fee may be waived in extenuating circumstances outside of your reasonable control, such as a natural disaster or medical emergency. If you experienced an extenuating circumstance, please email accounts@integrohealth.com.au as soon as possible.

Is "I forgot/I double booked/did not get the courtesy text message reminder" an extenuating circumstance?

No- it is your responsibility at the time of booking to record/document the date and time of the appointment. We suggest recording scheduled appointments where they can be easily accessed – in a diary, on a calendar or on a mobile phone.

What if I am unwell or cannot travel to the practice?

All appointments can be changed to a telehealth or telephone consult if you cannot attend in-person. If you are too unwell to attend an appointment via telehealth/telephone, contact the practice with as much notice as possible. In some circumstances, the non-attendance fee may be reduced to 50% (including GST) to cover a portion of our operational costs.