

## **Terms and Conditions**

Please read carefully and sign and return either by email or at our first appointment.

### 1. Confidentiality

Your confidentiality is our utmost concern and with that we are ensuring that your information is kept private and securely. Please read our privacy policy.

If you have attended for an Autism or ADHD assessment we will finalise the report and you are welcome to share the report with whoever you choose to whether that is your GP or school. If medications or any risk is involved we need to share this with your GP and we will always discuss that with you before hand. If you are seeing me for an initial assessment it is important that a letter is being shared with the GP and if you feel that is not necessary please discuss this with me prior to us going ahead with the appointment. Sharing information with the GP ensures that the right people are aware.

Any sharing of information to any third parties will of course be discussed with you and if you feel this is not appropriate then this will be respected. Please read additional information under “Safeguarding” which is published on the website.

You understand that while email may be used as a form of communication with us, that confidentiality of emails cannot be guaranteed due to complexities and abnormalities involved with the Internet, including, but not limited to, viruses, Trojans, worms, and other involuntary intrusions that have the ability to obtain and disseminate information you wish to keep private.

If your child requires an ADHD or Autism assessment they will normally be seen jointly by myself and a counselling psychologist (Dr Adele Wybourn) so we can gain the best understanding of your child’s needs.

Tracey McMullan is our part time secretary and is mainly involved in our ADHD and Autism assessments. She is here to support and guide you. Our team adhere to strict confidentiality guidelines.

We use a software called Novopsych [www.novopsych.com.au](http://www.novopsych.com.au) to send outcome questionnaires. Your name, DOB, gender and e-mail address will be stored on Novopsych. Novopsych uses a secure encryption to ensure your data is protected. Novopsych offers a service called Novonote, which facilitates the ability to produce notes from dictations. This data is not saved or sent anywhere.

### 2. Preparation for the appointment:

As we have a fixed amount of time, it is best to email me any information that you might have about past medical history, past psychiatric history and previous medication or allergies. Any school letters or third-party information might also be helpful. This will ensure that we will be able to use the 90 minutes effectively and efficiently.

### 3. Payment

We accept private referrals and referrals from some insurance companies, WPA, Aviva and Vitality and Bupa.

Please make a payment at least 72 hours before the appointment and an invoice will be sent to you the week preceding the appointment. Please note that appointments which remain unpaid 24 hours prior to your appointment will be automatically cancelled and will need to be rescheduled.

The fees are subject to annual reviews in line with inflation and are published on the website.

Please pay via BACS to:

**Name of Bank: Mettle (Natwest)**  
**Account name: Psychiatrist for Children**  
**Account number: 44635310**  
**Sort Code: 04-03-33**

### 4. Cancellations

We fully understand that life can be chaotic and as a consequence you sometimes have to cancel an appointment. Initial and follow up appointments cancelled within a minimum of 72 hours' notice will be refunded in full. Cancellation with less than 72 hours have to be charged in full.

### 5. Late arrivals

If you arrive late, the appointment finishes at the time that was agreed during the booking. Unfortunately it is not possible to extend the time of your appointment, as other patients will be booked in. The fee will remain the same despite arriving late and we might have to rebook for another appointment to finish the assessment.

### 6. Emails and telephone calls

We will normally recommend a further appointment after your consultation to review any medications and progress. If you have further questions after your consultation that can be answered via e-mail or a brief phone call then of course you can contact us and we will do our best to answer these. If we feel your need is greater than this then a further appointment will be suggested. Once we have seen you, we will be able to provide you with an official letter within 7-14 days.

Requests for repeat scripts need to be sent in via email with necessary vital sign measurements where needed such as a blood pressure and a pulse reading. We will notify you if this is necessary.

If you would like to contact us, please email any time or phone within office hours, which currently is 9am-4pm Mondays and 9am-4pm Tuesdays. Please leave a message as we maybe busy with another patient but we will endeavour to call you back when possible.

#### 7. Out of hours and emergency information

We do not provide Emergency Support.

In the event of a crisis and if you feel you need to see someone immediately please call 111 or 999 or attend your nearest Emergency Department.

When the patient is experiencing high risk to self or others it is important to seek a multidisciplinary team, which Psychiatrist for Children is not able to offer. We would advise you to discuss possible options with your GP and seek alternative support.

Other helpful numbers to be aware of:

Samaritans – 116123 or email – [jo@samaritans.org](mailto:jo@samaritans.org)

Childline – 0800 1111

Papyrus – [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org), call 08000684141 text 07860039967

Signature:

Date:

I confirm that I have read and understood the terms and conditions and agree with them. I have understood and agreed to the Privacy Policy and consent to my child's information to be dealt with in this manner and for the purpose stated.