

MENTAL HEALTH SERVICES

Adult Client Consent Form

At HealthWISE we recognise the importance of privacy and confidentiality and have a legal obligation to protect the integrity of your personal information. HealthWISE complies with the Australian Privacy Principles and Health Privacy Principles from the Health Records & Information Privacy Act. A full copy of our privacy policy is available from our website or on request from any of our offices.

Your mental health service

HealthWISE is a not-for-profit organisation providing services and programs to support the community at every stage of life.

HealthWISE provides its services in different ways which includes in the office in person or by phone or video, or a combination. You can discuss how you want to connect with your health professional, if phone or video are your preference, please think about a private space to have your consultation as well as connection stability. HealthWISE uses third party internet providers.

Support provided at HealthWISE does not include emergency services or after-hours care. HealthWISE does not conduct court reports or provide diagnostic assessments.

What happens with your information at HealthWISE?

To provide your service we need to collect information about you that is relevant to the services provided. For your health professional to be able to provide appropriate care they will need to keep relevant documentation. The service HealthWISE provides may be impacted if you are unable to provide all your relevant personal information. As part of your healthcare support your health professional is required to add summary notes to your 'My Health Record' and provide reports of your progress to your referring practitioner.

Confidentiality

All personal information gathered by your health professional will remain private and stored securely and only seen by approved employees of HealthWISE for the planning and delivery of your care except where:

1. It is summoned by a court; or
2. If not sharing would place you or another person at serious and potential risk; or
3. Your prior approval has been gained to:
 - a) Provide a written report to another professional or agency. e.g. a General Practitioner (GP); or
 - b) Discuss the material with another person, e.g. a parent; or
4. Disclosure is otherwise required or authorised by law.

Cancelling your appointment and failing to attend

If you need to cancel or reschedule your appointment, please give at least 24 hours' notice. Failure to attend, or cancelling your appointment at short notice will reduce the number of sessions available to you. Two missed appointments will result in the closure of your referral. Please advise of cancellations by phone on 1800 931 540 during office hours.

Access to your records

At any stage, you are entitled to access your records, unless the relevant legislation indicates otherwise. Your health professional can discuss appropriate ways to access your records. All requests to access records should be lodged by emailing mentalhealth@healthwise.org.au attention Clinical Team Leader, or via post HealthWISE, PO Box 1916, Tamworth NSW 2340 - see our website for more details.

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Information is used for evaluating, reporting on and planning our service

Mental health services funded through Primary Health Networks (PHNs) undergo regular review and evaluation by the Department of Health & Aged Care (DOHA) which are aimed at informing ongoing service improvements.

It is a requirement of all Primary Health Networks across Australia to provide data about services and clients to the Department of Health & Aged Care.

Data provided to the Department of Health & Aged Care includes personal information such as date of birth and gender. The information provided does not include your name, address, or Medicare number. Your personal information will only be provided by PHNs to the Department of Health & Aged Care and state and territory Health departments if you give your consent.

Survey Feedback

Third party partners are used to gather feedback on your experience of the services provided to you.

In NSW the PHN has engaged a company called Cemplicity. With your consent, HealthWISE provides Cemplicity with your email and/or SMS contact details and you will be sent an online survey when you have completed treatment. You will be asked to provide feedback about the service delivered to you from HealthWISE.

Your feedback collected by Cemplicity (without any personal identifying information) is provided to HealthWISE and used to improve the services we provide.

If you do not consent this does not stop you from accessing services, please advise your provider that you do not consent to us sharing your information.

Feedback and concerns

If you have a concern about the management of your personal information, please contact the Clinical Team Leader on 1800 931 540. To give additional feedback on your HealthWISE experience or to make a complaint, you can talk to a staff member, complete a feedback form in office, or use one of the feedback contact methods on our website: www.healthwise.org.au/contact/tell-us-what-you-think/.

Alternatively you may contact Health Care Complaints Commission www.hccc.nsw.gov.au or Ombudsman NSW www.ombo.nsw.gov.au, Queensland Mental Health Commission www.qmhc.qld.gov.au or Ombudsman QLD www.oho.qld.gov.au.

I consent to information sharing Yes No

I, (full name)

have read and understood the above consent form. I agree to these conditions for the service provided by HealthWISE.

Signature Date / /

OR

I, (health professional's name) have informed (client's name)

of the conditions of this HealthWISE service. The client has given verbal consent to these conditions.

Signature Date / /