

Welcome to the professional support of Todd Zemek.

**CONFIDENTIALITY**

Sessions with Todd are completely confidential. If a review of your Mental Health Plan is required a basic letter is sent to your GP. This is a Medicare requirement with the letter typically stating that you would benefit from further sessions. Personal details are kept to a minimum. The only exceptions are in extreme situations when patient safety or the safety of others are concerned.

**WORKING AS A TEAM**

Patients always have the right to make their own decisions and do not have to discuss anything that is uncomfortable if they would rather not. We work together to find a focus and pace that is strengthening. **Sessions are 50 minutes.**

**COMMITMENT & CANCELLATION FEE**

Booking appointments represents a financial commitment.

*100% of the session fee is charged if cancellations are made the day before or on the day of the scheduled appointment.*

*50% of the session fee is charged when two business days (excluding weekends) notice is provided.*

**Example of Cancellation Fee Based on Notice Provided if Appointment is on a Wednesday...**

FRIDAY	MONDAY	TUESDAY	WEDNESDAY
No cancellation fee	50% of fee	100% of fee	100% of fee

- The cancellation fee is charged **regardless of circumstances.**
- Remembering appointments is completely the patient's responsibility.
- There are no rebates for cancellations.
- The cancellation fee is payable over the phone *within 24 hours of cancellation* (or of not presenting to an appointment).
- Treatment does not continue until cancellation fees are paid.

I \_\_\_\_\_ (please print full name)  
 have read, understood and fully agree to the above while working with Todd Zemek.

\_\_\_\_\_  
 Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
 Date