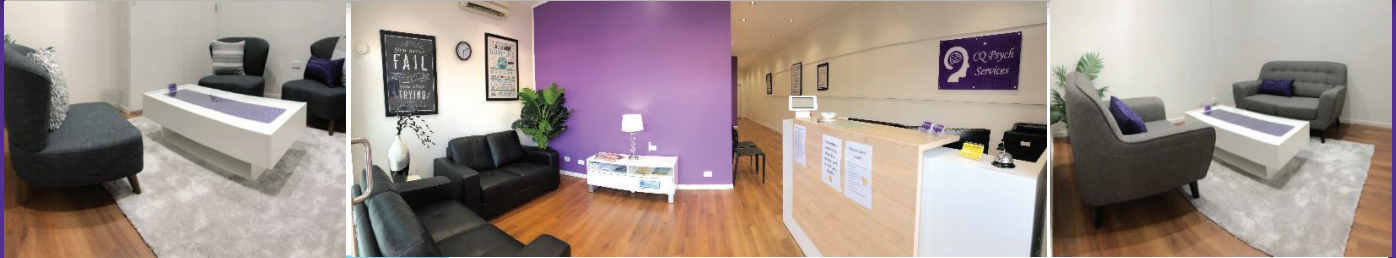




CQ Psych Services



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PRACTICE INFORMATION

Psychologists

Suzie Humphrey
BPsych (Hons), MForMentH, MAPS

Tina Bunge
BPsych (Hons), Assoc. MAPS

Provisional Psychologist

Kelsie Realf
BPsychSc, GradDipPsychAdv, Assoc MAPS

Admin Team

Jessica Butler – Business Manager
Diane Furno – Admin Assistant

Practice Hours

Mon – Thurs 9:00 AM – 5:00 PM

Admin Hours

Mon – Thurs 9:00 AM – 2:30 PM

Address


1/137 Auckland Street,
Gladstone QLD 4680


We are located in Auckland Street, Gladstone. Two-hour street parking is available to clients on both Auckland and Herbert Streets.

Contact Information

Ph/Fax: 07 49726929
admin@cqpsychservices.com.au

Facebook & Website

 <https://www.facebook.com/cqpsychservices/>

 <https://cqpsychservices.com.au/>

DIRECTOR'S MESSAGE

Hello everyone,

Welcome to Volume 2, Issue 2 of our Newsletter. CQ Psych Services continues to offer a wide range of therapy, counselling and supportive services for mental health concerns as well as a range of assessments. We also offer services through third parties such as WorkCover, NDIS (self and plan managed only) and Employee Assistance Programs (EAP).

We are all excited to welcome our newest member, Kelsie Realf. She has joined us as a provisionally registered psychologist, having completed her University training, Kelsie will be doing her internship with us. Kelsie will be focusing on conducting client assessments as well as providing direct client services for NDIS and EAP referrals.

CQ Psych Services newsletters are designed to provide information for Referrers, Clients and the Community. This issues topics include *COVID-19 survival tips; it's business as usual, if not a little unusual*; and some tips for referrers, *medicare compliance with MHCP referrals*. I hope you enjoy this issue. You can expect our next Newsletter in August 2020.

Please contact the office if you would like to arrange an appointment and as always, we welcome all questions, queries and feedback. Simply email us at admin@cqpsychservices.com.au

Keep an eye out on our Web, Facebook and Instagram pages as we continue to develop these sites.

Until next time...

Suzie Humphrey
Director, BPsych (Hons), MForMentH, MAPS

HOW TO REFER TO US

CQ Psych Services can receive referrals via fax on 4972 6929 or email admin@cqpsychservices.com.au

We accept GP Mental Health Treatment Plan, WorkCover and Private Health Insurance clients but **DO NOT** offer Bulk Billing.

Our admin team is available between 9:00am and 2:30pm Monday to Thursday. Outside these times, please leave a message and we will happily call you back.

COVID-19 SURVIVAL TIPS

For many of us, our daily routine has changed a lot since the presence of COVID-19. Some of us can continue to work (both a blessing and a stressor), while others have become unemployed. Whatever your current situation, the mandated social distancing requirements have changed our usual day to day activities.

Social distancing is changing everything. Many of us are experiencing increased stress as well as a loss of our usual activity and social contact. This can have a huge impact on our mental health but there are things you can do to help keep yourself positive and psychologically well during this time.

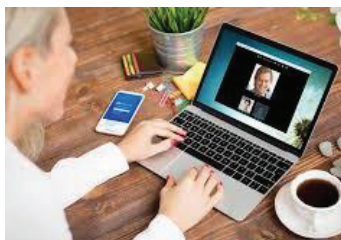
For more information visit our website to read the "COVID-19 Survival Tips" blog.
<https://cqpsychservices.com.au/2020/04/26/covid-19-survival-tips/>

- Suzie Humphrey

IT'S BUSINESS AS USUAL, IF NOT A LITTLE UNUSUAL

While social distancing measures have seen us temporarily cease face-to-face service delivery, we continue to see clients through secure video conferencing. When you book an appointment, we will send you a unique link that you can use on your phone, tablet or computer to link with us for your session.

At the time and day of your appointment, you simply click the link. You will be prompted to allow access to your microphone and camera, which you will need to accept. From our end, Suzie or Tina will do the same thing and meet you in your virtual counselling room.



For many of you, this may be your first experience using video conferencing. It can seem a little daunting, but rest assured, it is very simple. Of course as with everything new, we may experience the odd technical issue. If this happens, whether with our initial linking or during session, we will simply phone you and we can sort it out together.

There is good research out there supporting

the efficacy of technology assisted counselling/therapy for a broad range of presenting issues. With that in mind, we strongly encourage clients, new and existing, to engage in regular sessions and not to be intimidated by this new service delivery platform.

- Suzie Humphrey

MEDICARE COMPLIANCE WITH MHCP REFERRALS

CQ Psych Services is happy to accept GP MHCP referrals for clients. Under this Medicare Better Access service, there are a number of compliance elements that psychologists are required to adhere to.

Referrals and re-referrals must contain certain elements to be valid. They must be signed and dated and include: the patient's symptoms; the number of treatment services the patient needs to receive (a maximum of 6 per referral); and, a statement about whether the patient has a GPMHCP.

Referrals are valid for the number of sessions shown on the GP referral letter. Once these sessions have been used, we may send the referrer a letter recommending access to further sessions. If the referrer is happy with this recommendation, we will require a re-referral letter including all of the elements listed above.

In order for clients to access further session rebates, a valid re-referral letter must be received by us prior to their appointment. Medicare do not permit the uses of rebate codes without a valid re-referral letter and therefore clients must be billed as a full fee paying private client.

At the completion of services, the referrer will receive a discharge letter updating them on the client's progress and intent to conclude services.

If a client has unused services at the end of the calendar year, they can use them the next year without a new referral.

- Suzie Humphrey

You can contact us to get further information or to enquire about an appointment by emailing us at admin@cqpsychservices.com.au giving us a call or leaving a message on (07) 4972 6929, or message us on Facebook.