

Referral to a Psychiatrist:

- A referral from a general practitioner (GP) is required and is valid for 12 months.
- Referrals are required to claim the Medicare rebate for each appointment.
- After 12 months, patients are required to get a new referral to continue to claim their Medicare rebate. You will need to note the date of your referral and return to your GP for a new one.
- A referral from a specialist, such as a paediatrician, psychiatrist or neurologist, is valid for three months. After this time, a new referral will be required.

Referral to a Psychologist:

- Patients may be eligible for a rebate from either Medicare or your private health fund.
- To be eligible for a Medicare rebate for six sessions, please bring a Mental Health Care Plan (MHCP) from your GP to your first appointment. After the sixth appointment, you will need to return to your GP for review, who may recommend you have another four appointments with your psychologist (you may receive up to 16 services under exceptional circumstances per calendar year). Any unused services received from 1 January in the following year, under that MHCP, will count as part of the total of 10 services for which you are eligible in that calendar year.
- Where the referral originates from a specialist, such as a psychiatrist or paediatrician, the referral acts in the same way as a MHCP.

Prescriptions

- Patients must book an appointment for prescriptions. Please inform reception at the time of booking. If you have any other concerns to discuss with the doctor, so a longer appointment can be organised.

Calls/Emails

- Practitioners are available to take calls and respond to emails when time permits. However, it is best practice to discuss issues during consultations.

Transfer of Medical Records

- If you require your medical records to be sent to another practitioner, our practice may charge up to \$30 for preparing complete records.

Emergency/After Hours

- For emergencies please dial 000 immediately. For all after hours medical matters, please contact your general practitioner or go to the emergency department of your nearest hospital. Book an appointment with your practitioner.

Parking

- The most convenient place for parking is outside 105 Upton St which adjoins The Kingfisher Centre (blue building). The residential side of the road has two hours free parking and the other side has two-hour meter parking. Walk up the driveway of #105 and step through the garden to the right.



Practice Patient Information

Welcome to The Kingfisher Rooms Therapy and Counselling Centre. The Kingfisher Rooms provide professional, expert and compassionate intervention for children, teenagers, adults, couples and families. At The Kingfisher Rooms, our practitioners work closely with general practitioners to provide patients with expert care. We are committed to walking step by step with individuals through the challenges they face, whether short or long term. We aim to equip individuals with the essential skills that will enable them to face life's challenges.

The Kingfisher Rooms
Suite 16/13 Karp Court
Bundall Qld 4217

Phone: 1800 659 904
(07) 5570 2899

Fax: (07) 5570 2877

Email: admin@kingfr.com.au

All correspondence to:
PO Box 9301
GCMC Qld 4217

Our Practitioners

- DR DAVID EYEARS
Practice Principal
MBBS (Qld), FRANZCP,
Cert. Child and Adolescent Psychiatry
Child, Adolescent and Adult
Psychiatrist
- DR KAREN GRAHAM
MBBS (Qld), FRANZCP, Child and
Adolescent
Subspecialty
Child, Adolescent and Adult
Psychiatrist
- DR GLEN CRAIG
MBBS (Qld), FRANZCP,
Cert. Child and Adolescent Psychiatry
Child, Adolescent and Adult
Psychiatrist
- DR LUKE O'REGAN
B.Med. (Newcastle) FRANZCP
Adolescent & Adult Psychiatry
- FIONA MILLAR
BSoSc (Psych), PGrad Dip (Psych),
MPsych (Clinical), MBA (Bond), MAPS
Clinical Psychologist
- MICHAEL HOWE
BA (UNSW), MA(SYD), PhD (UNE), MAPS,
MCCP
Clinical Psychologist

Appointments

- Please "check in" with our receptionists on arrival, to avoid any delays in the waiting room.
- SMS appointment reminders are sent several days prior to your appointment. Please call (07) 5570 2899 to confirm your appointment.
- Appointments must be confirmed 24 hours before your appointment, otherwise it may be cancelled (see our cancellation policy).
- As the practitioners time is involved in completing reports and forms, they are to be completed during appointments. Completion outside appointments will incur a fee (NB includes Centrelink forms, EAP forms etc).
- If it is not possible to organise a follow-up appointment when you require, please book an appointment at the next available appointment time and ask to go on the wait list. We will then endeavor to find an appointment for you. If you do not receive a call from us, please call to check if an appointment has become available.

What is Telehealth?

- Telehealth is a video consultation over the internet.
- Our receptionists will inform you if you live in an eligible area for this service.
- If you are eligible for Telehealth, please enquire of reception if your referral is current. If not, you will need to make an appointment with your general practitioner (GP) to request a referral.
- Our receptionists will inform you of the equipment necessary for a Telehealth appointment and the procedures.

Fee Payment

- Fee payment is required at the time of the consultation. Payment can be made by EFTPOS, credit card or cash, (NB we do not accept cheques, Diners Club or American Express). Gap payments are not available.
- Medicare rebates are applicable if you have a referral to your psychiatrist or a MHCP to your psychologist (Medico-legal reports do not qualify for a Medicare rebate).
- The Medicare Safety Net provides increased rebates after reaching a threshold, for the total gap expenses for consultations for all family members to all doctors. This can be helpful in enabling intensive regular long term treatment.

Cancellation Policy

- Patient care is of utmost importance to us. In order to provide all patients with the best care, we require 24 hours notice or more for cancellation of appointments. This enables your practitioner to assist with emergencies and other unexpected urgent matters. We do appreciate your understanding.
- Cancellations within 24 hours or non-attendance will incur a cancellation fee.
- If you are unable to be contacted to confirm your appointment and do not attend the appointment, a cancellation fee will be incurred. Therefore we ask you to please ensure you keep your contact details up to date
- Please note cancellation and non-attendance fees cannot be claimed from Medicare.