Dr Yuliya Richard
Blue Horizon Counselling & Mediation
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BLUE HORIZON
COUNSELLING & MEDIATION

PRIVACY POLICY

Dr Yuliya Richard provide psychological services including counselling and psychotherapy. In providing these services she needs to collect personal and health information about individuals. Dr Yuliya Richard is committed to dealing with personal and health information in accordance with the *Privacy Act* and the *National Privacy Principles*.

Information discussed within a session is confidential and will be treated in accordance with this PRIVACY POLICY except in the case of significant risk to self or others.

Information Collected

The type of information Blue Horizon Counselling & Mediation collects may include:

- your name, address, contact details.
- life details and family history
- medical and psychological symptoms, concerns and diagnoses psychological test results.

Session notes are recorded using NovoNote, a fully APP, HIPAA and GDPR compliant program. NovoNote ensures that all data is encrypted and securely stored, meeting the strictest global privacy regulations.

Use of Information

The information is gathered as part of the assessment, diagnosis and treatment of your condition, and is seen only by the psychologist. The information is retained in order to document what happens during sessions and enables the psychologist to provide a relevant and informed psychological service.

Blue Horizon Counselling & Mediation collects information for the following reasons:

- to provide effective treatment where you are coming for treatment
- enable her to undertake a psychological assessment and/or produce a report where the referral purpose is for assessment
- to communicate with you about treatments and tips on improving your mental health.

Confidentiality

All personal information gathered by the psychologist during the provision of the psychological service will remain confidential and secure except where:

1. It is subpoenaed by a court, or
2. Failure to disclose the information would place you or another person at serious and imminent risk; or
3. Your prior approval has been obtained to
    a) Provide a written report to another professional or agency. eg. a GP or a lawyer; or
    b) Discuss the material with another person, eg. a parent or employer.

or if disclosure is otherwise required or authorised by law.

Access to Information

At any stage you, as a client, are entitled to access to the information about you kept on file, unless the relevant legislation provides otherwise. The psychologist may discuss with you, appropriate forms of access.

Please be aware that in certain cases, personal or health information may be released. For example, if you have been referred by others, such as an insurance company, medical practitioner, or Church, a progress report may be sent to them from time to time. Where possible you will be advised of the possibility of the information being released to a third party. In cases where a report is requested for legal purposes, any information provided to me may be included.

Disclosure of Information

In order to provide services, Dr Yuliya Richard may be required to disclose personal information to third parties from time to time. Disclosure may include, but is not limited to:

Third Party	Reason for disclosure
Referring Doctor	To assist continuing treatment of problems, and/or for Medicare reporting requirements.
Insurance company	To enable Insurer to make decisions about their liability, funding or appropriateness of treatment
Court	On subpoena, all relevant psychological information must be provided to Court
Solicitor	To provide reports where requested (see Court Proceedings below)
Church, Agency, or other referrer	Where a third party has referred you, feedback may be provided to assist treatment or funding.
Other individuals	With your permission, provide information to others who can help you

Please be aware that the general principles of privacy can be wavered if failure to disclose information places yourself or another person at risk.

In the case of unpaid fees, your name and address may be released to a debt collection agency AND we may charge a service charge for each additional invoice.

Court Proceedings (not general therapy)

As a Court appointed expert, or in the case of other legal proceedings, Dr Yuliya Richard may be required to disclose personal or health information to the Court, your lawyer or to an insurer participating in the proceedings.

Where possible, you will generally be advised about the possibility of personal or health information being disclosed to a Court.

If you have a legal representative acting for you and that person seeks information about you, Dr Yuliya Richard will not release that information without your written authorisation.

Contact

From time to time, we may contact you for the following reasons;

1. To follow up on your mental health
2. To seek feedback, via evaluation of our services
3. To provide tips on improving your mental health.

If you do not wish to be contacted, please advise our team via email, phone or in person. You may opt out of this contact at any time.

Further Information

The protection of client personal and health information is a priority for Dr Yuliya Richard. If you have any questions about Dr Yuliya Richard privacy policy, please telephone 0403 866 997. A request for access to your records must be made in writing addressed to Dr Yuliya Richard. Note that you will be charged a fee (including for photocopying) for access. Please ask for details when you make your request.

Please be aware that in some circumstances Dr Yuliya Richard has the right to refuse you access to personal information, for example (but not limited to) where the information is not about you but is about your child; where release could cause an unreasonable impact on you or harm you.

If you have any questions about Dr Yuliya Richard privacy policy or any complaints about the way that we handle your personal information, please direct your enquiries or concerns to:

Dr Yuliya Richard
Blue Horizon Counselling & Mediation
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Sydney NSW 2000
Tel 0403 866 997