



## Mind and Memory Service

Building 5, D2B, First Floor, 19 Harbour Village Parade, Coomera, 4209, QLD, Australia  
Phone number: 0756545580; Fax: 0756361005, Email: [info@mindandmemoryservice.com.au](mailto:info@mindandmemoryservice.com.au)  
Website: [www.mindandmemoryservice.com.au](http://www.mindandmemoryservice.com.au), ABN: 15 653 613 597



Last updated - 14-March-2026

### Patient Information Sheet

#### Important Information

#### Psychiatrist Consultation – Fees and Clinic Policies

---

#### 1. Referral Requirements

While we endeavour to notify patients when their referral is approaching expiry, it is ultimately the patient's responsibility to ensure their referral remains current and to obtain a new referral from their GP when required.

GP referrals are generally valid for **12 months from the date of issue**.

If a valid referral is not provided at the time of your consultation:

You will **not be eligible for a Medicare rebate**.

This also applies to **DVA and State-based Workers Compensation claims**.

If a referral has expired or is not provided, the **full consultation fee will apply with no Medicare rebate available**.

Patients are responsible for ensuring that a **valid referral is received by the clinic prior to their appointment**.

---

#### 2. Initial Appointment Deposit

Pre-payment is required for all **initial consultations**.

A **\$350 deposit** is required to secure an initial appointment. This deposit will be applied toward the consultation fee on the day of the appointment.

Initial appointments **cannot be confirmed without payment of the deposit**.

---

#### 3. Payment Methods and Processing Fees

A **1.5% card processing fee** applies to all card payments.

All consultation fees must be **paid in full on the day of the appointment** unless prior arrangements have been made with the clinic.

---

#### **4. Bulk Billing**

Please note that **our psychiatrists do not bulk bill.**

We also **do not accept referrals under Medicare Item 291 for ADHD assessment or management.**

---

#### **5. Fast Track (Urgent) Appointments**

Fast Track appointments are available for patients requiring **urgent psychiatric consultation.**

These appointments may be offered outside normal scheduling and **additional fees will apply.**

Patients requiring urgent consultations should **contact the Practice Manager directly** to discuss availability.

---

#### **6. Urgent Services (Existing Patients Only)**

##### **Urgent Same-Day Prescription**

If a review appointment has been missed or cancelled and an urgent prescription is required, a **fixed fee of \$75 (no GST)** will apply.

##### **Urgent Same-Day Appointment**

If a review appointment has been missed or cancelled, a **same-day urgent consultation may be offered (subject to availability).**

Fee: **\$350 (no GST)**

Duration: **30 minutes**

**No Medicare rebate applies**

---

#### **7. Reports and Documentation**

All **medical reports, letters, forms, and documentation** are privately billed.

Fees vary depending on the **time required and the complexity of the report.**

These services **are not eligible for Medicare rebates.**

Full payment is required **prior to the release of any report or documentation.**

---

## **8. Payment Plans**

Payment plans may be offered in limited circumstances at the discretion of the clinic.

The **maximum amount eligible under a payment plan is \$600**, excluding **ADHD and ASD psychometric assessments undertaken by psychologist and Technician**

---

## **9. Medicare Safety Net**

Patients who reach the **Medicare Safety Net threshold** may receive a higher Medicare rebate and reduced out-of-pocket costs.

For further information please visit **Services Australia – Medicare Safety Net.**

---

## **10. Appointment Cancellation and Non-Attendance Policy**

Psychiatric appointments are in high demand and consultation times are reserved exclusively for each patient.

To ensure fair access to care for all patients, adequate notice is required if you need to cancel or reschedule your appointment.

### **Notice Period**

A minimum of **three (3) business days' notice** is required to cancel or reschedule an appointment without incurring a cancellation fee.

Business days exclude **weekends and public holidays.**

### **Cancellation Fees**

#### **Existing Patients**

If an appointment is cancelled with less than **3 business days' notice**, or if you do not attend your appointment, a **\$100 cancellation fee** will apply.

#### **New Patient Appointments**

A deposit is required to secure all new patient appointments.

If the appointment is cancelled with less than **3 business days' notice**, or the patient does not attend, the **deposit will be forfeited as the cancellation fee.**

---

### **11.Late Arrivals**

Patients arriving late may have their consultation **shortened** to avoid delaying other patients.

If a consultation cannot proceed due to late arrival, the appointment may need to be **rescheduled, and a cancellation fee may apply.**

---

### **12. Appointment Reminders**

Appointment reminders (SMS, email, or phone) are provided as a **courtesy only.**

Failure to receive a reminder **does not waive the cancellation policy.**

---

### **13. Telehealth Alternative**

Where clinically appropriate, patients who are unable to attend in person may request to **convert their appointment to a telehealth consultation** instead of cancelling.

This option may help avoid cancellation fees where adequate notice is provided.

---

### **14.Payment of Cancellation Fees**

Cancellation fees **are not claimable through Medicare or private health insurance.**

Outstanding cancellation fees must be **paid in full before another appointment can be scheduled.**

---

### **15.Repeated non-attendance**

Repeated missed appointments or late cancellations may result in:

**Restriction of future bookings**

**Requirement for pre-payment of all appointments**

**Discharge from the clinic**

If discharged due to repeated non-attendance, patients may be required to obtain a **new referral from their GP** before future appointments can be considered.

---

### **16. Medicare Rebates**

Where eligible, Medicare rebates are **processed automatically by our clinic**.

Rebates are typically received in the patient's nominated bank account **within approximately 48 business hours**.

---

### **17. Rural and Remote Patients**

Patients from **rural or remote areas** may be eligible for **discounted gap fees for specific conditions**.

Please contact reception for further information regarding eligibility.

---

### **18. Identification and Patient Verification**

Patients may be required to provide **photo identification and Medicare details** prior to their consultation to ensure accurate billing and compliance with Medicare requirements.

---

### **19. Policy Updates**

While we make every reasonable effort to ensure our fees, policies, and service information remain accurate and up to date, the clinic **reserves the right to amend or update policies and fees at any time**.

If you have any questions regarding our fees or policies, please contact **clinic reception**

---

### **20. FEE SCHEDULE**

#### **i) ADHD Assessment & Management Protocol**

<b>Appointment</b>	<b>Description</b>	<b>Duration</b>	<b>Fee</b>	<b>Medicare Rebate</b>	<b>Out-of-pocket</b>
Initial Assessment	Clinical psychiatric assessment and preliminary diagnostic formulation	60 min	\$850	\$262.10	\$588
Second Consultation	Collateral interviews (family, spouse, professionals) and childhood comprehensive developmental history and review of school reports	45-60 min	\$400	\$184.90	\$216
Third Consultation	Review tests (TOVA/CONNERS Assessments), formulate treatment plan	45-60 min	\$400	\$184.90	\$216
Ongoing Follow-Up	Review of medication, management and ongoing treatment.	30-45 min	\$350	\$134.00	\$216

**i) a. Psychometric Assessments for ADHD**

Assessment	Duration	Fee	Medicare Rebate
ADHD – TOVA and DIVA Assessment – Completed by trained technician under supervision of Dr Krishnaiah	3 hr	\$600	Not rebated
Conners Rating Scale – Completed by Clinical Psychologist	3 hr	\$750	Not rebated

**ii). Adult ASD Diagnostic Protocol**

Appointment	Description	Duration	Fee	Medicare Rebate	Out-of-pocket
Initial Assessment	Clinical psychiatric assessment and preliminary diagnostic formulation	60 min	\$850	\$262.10	\$588
Second Consultation	Collateral interviews (family, spouse, professionals) and childhood comprehensive developmental history and review of school reports	45–60 min	\$400	\$184.90	\$216
Third Consultation	Review of psychologist reports if available, school & other reports, diagnosis discussion	45–60 min	\$400	\$184.90	\$216
Ongoing Follow-Up	Review of medication, management and ongoing treatment.	30–45 min	\$350	\$134.00	\$216

**ii) a. Co-occurring Diagnosis of ADHD Identified:**

Appointment	Duration	Fee	Medicare Rebate	Out-of-pocket
Additional Consultation	60 min	\$650	\$184.90	\$470
Additional Assessments (TOVA, CONNERS)	See ADHD table	Varies	Not rebated	Full cost applies

**ii) b. Psychometric Assessments for ASD**

Assessment	Duration	Fee	Medicare Rebate
MIGDAS – ASD Assessment undertaken by Clinical Psychologist	5 hr	\$1500	Not rebated
ASD assessments by Psychiatrist Dr Krishnaiah – DSM 5/RAADS/AQ/CAT-Q	2 hr	\$1500	2 separate sessions with \$184.90 each session Medicare rebate

**iii). Rural Patients – ADHD/ASD Protocol**

Appointment	Duration	Fee
Initial Assessment – Clinical psychiatric assessment and preliminary diagnostic formulation	60 min	\$588
Second Consultation – Collateral interviews (family, spouse, professionals) and childhood comprehensive developmental history and review of school reports	45–60 min	\$216
Third Consultation – Review tests (TOVA/CONNERS Assessments), formulate treatment plan, TOVA/CONNERS test fee applies	45–60 min	\$216
Follow-Up (post-diagnosis): Treatment review (4-weeks post-treatment)	30–45 min	Bulk Billed

This information was disclosed for the only reason of clinical information and not for medico legal use. If a patient or any third party requests a copy, please direct them to our office. This message contains confidential information and is intended only for the individual named. If you are not the named addressee, you should not disseminate, distribute or copy this document. Please notify the sender immediately if you have received this document by mistake and delete that from your system.

---

#### **iv). Other Clinical Conditions**

Our fees may vary depending on the complexity of clinical conditions including mood disorders, anxiety disorders, eating disorders, addiction disorders, dementia assessment and DVA/work injury assessment. The following tables are intended as a general guide only. Please check with our Practice Manager for confirmation of applicable fees prior to your appointment.

<b>Appointment</b>	<b>Duration</b>	<b>Fee</b>	<b>Medicare Rebate</b>	<b>Out-of-pocket</b>
Initial Assessment	60 min	\$850	\$262.10	\$588
Second Consultation	45–60 min	\$400	\$184.90	\$216
Third Consultation	45–60 min	\$400	\$184.90	\$216
Follow-Up (post-diagnosis)	30–45 min	\$350	\$134.00	\$216

---

#### **v). Transcranial Magnetic Stimulation (TMS)**

<b>Appointment</b>	<b>Description</b>	<b>Duration</b>	<b>Fee</b>	<b>Medicare Rebate</b>
Initial Assessment (New Patients)	Diagnosis confirmation & TMS suitability review	60 min	\$850	\$262.10
Assessment for TMS Suitability (Existing Patients)	TMS suitability review	30–45 min	\$300	\$184.90
TMS Motor Threshold Mapping	One-time calibration to personalise stimulation intensity	30–45 min	\$300	\$158.45
Standard TMS Session- delivered by Dr Krishnaiah and trained technician under direct supervision	1 session	40 min	\$220	\$152.45

**Note:** Medicare may provide rebates for TMS treatment depending on eligibility. Some private health insurers may provide partial rebates. Check with your provider. Payment is required upfront for packages or prior to individual sessions.

---

### **7. Psychiatric Reports**

Our psychiatrists can provide a range of formal psychiatric reports and assessments, including but not limited to:

**NDIS and Disability Support Pension (DSP) reports**

**Legal and insurance reports**

**Employer or university reports**

**Fitness to Drive assessments**

**Cosmetic surgery psychological clearance**

### **Superannuation early release assessments**

### **Weapons licensing assessments**

### **Cosmetic Surgery Clearance**

Psychological clearance assessments for cosmetic surgery require:

**Consultation fee:** \$850

**Report fee:** \$850 + GST

These services **are not eligible for Medicare rebates.**

### **Important**

All psychiatric reports and medico-legal documentation are **privately billed.**

Fees vary depending on:

time required to review records and supporting documentation

assessment requirements

complexity of the report

All report fees **must be paid in full prior to the release of the report.**

---

### **8. Concession Card Holders**

At the discretion of the treating psychiatrist, a **reduced consultation fee may be offered to patients who hold a valid concession card.**

Concession eligibility must be:

**declared at the time of booking, and**

**a valid concession card must be presented on the day of the appointment.**

Discounts **cannot be applied retrospectively** if a concession card is not presented at the time of the consultation.