



Dr Mark Bartholomew  
Introduction to your psychology services

Thank you for choosing MHM Psychology and Dr Mark Bartholomew, Clinical Psychologist. We strive to provide you with the highest of quality psychological service. We thought you might like to know some things about your upcoming appointment with Mark. Please don't hesitate to contact us with any additional queries that you might have.

### Your first session

Most people feel some nervousness and anxiety about attending their first psychology session. This is completely normal. However, Mark will be in charge of running the first session (as much as you want him to be) and he will have a plan to follow for your first session. After meeting your psychologist, and seeing how normal the process of psychotherapy actually is, you will feel more and more comfortable as time passes. The following typically occurs during your first session; discussion of what brings you to your session; you will be asked about your life in general (i.e. family, work, health, etc.); your psychologist will run you through some administrative matters related to your appointments; and you will be asked to complete some forms.

You will be encouraged, and are always welcome, to ask as many questions as you like about your psychology sessions. On a more practical note, sessions run for 50 minutes and, on average, most people attend between 6 and 10 sessions. It is usually best to have weekly sessions initially to get started on the problems you want to address and as things improve your sessions can be spaced at fortnightly or even monthly intervals.

### Why try psychotherapy

Study after study has demonstrated that psychotherapy is effective for most people who give it a try and for a variety of problems that people commonly experience including anxiety, mood problems, stress, substance problems, psychosis, grief, unhelpful eating practices, etc. Specific treatment protocols are available for most of these problems. A lot of people attend psychotherapy simply for support with important life decisions, to gain assistance with managing life stressors or to simply gain insights into the way they function psychologically. Psychotherapy offers people a place to talk that is professional, open and non-judgemental. Psychotherapy is different to talking to a family member or friend in that your psychologist does not have any preconceived ideas about you, your life or what you should or shouldn't do. Psychotherapy offers a place to find your own way forward with the problems that you are facing with the guidance of a trained professional.

### Where to find us

Mark practices out of Suite 1, 5 Jowett St, Coomera. The office is located near Coomera Police Station and the Boathouse Tavern. Once you enter the building, MHM Psychology is the first office on the right. There is one designated car park for MHM Psychology clients at the back of the building signed reserved

for suite 1. Clients with disability parking permits can park in the designated disabled parking spot at the back of the building or at the front of the building in the loading zone. Street parking is also available.

### What to bring

Please make sure you bring your referral to your first session if you would like to access a rebate. This may be from your GP, a Psychiatrist or WorkCover QLD. You will also need your Medicare card if claiming a rebate. Some people like to bring a list of problems that they would like to address through their psychotherapy sessions.

### Costs and rebates

Each session costs \$192.00 with a rebate of \$128.40 with your Mental Health Care Plan from your GP or Psychiatrist (leaving a gap-fee of \$63.60). The cost of your session and your rebate are processed at the time of the session, with no need to go to Medicare to get your rebate. Rebates usually appear back in your account within minutes. Just make sure you bring your referral to your appointment, because without this, we can't process your rebate. If you have a health fund, please check with your fund what rebate is available to you. Mark doesn't believe that anyone should miss out on quality mental health care due to the cost. Reduced fees can be arranged for people experiencing genuine financial hardship. You can talk to Mark about these arrangements if needed at your initial appointment.

### Cancellations

If you need to change the time or date of your appointment, please provide us with as much notice as possible (i.e. a minimum of 24 hours). Without this notice, we can't offer the appointment to someone else who might like to attend and your psychologist's time is often wasted. Fees are applied for missed appointments.

### Further information

If you have any other questions at all, you can email Mark directly at [mark@mhmpsihology.com.au](mailto:mark@mhmpsihology.com.au).

### Additional Supports

Please keep the following contacts handy in the event that you require additional support before your appointments commence or between your appointments. We are unable to provide crisis or immediate support.

Police, Fire and Ambulance – 000

Lifeline – 13 11 14

Acute Care Team – 1300 642 255

Suicide Call Back Service – 1300 659 467

Looking forward to meeting you soon.

