

Incorporating the Anxiety Disorders Clinic Corner Morningside Dr. and St Lukes Rd. PO Box 41133, St Lukes Auckland, New Zealand Tel: 09 846 9776 Fax: 09 849 2375 E-mail: clinic@phobic.org.nz

www.phobic.org.nz

AN OVERVIEW OF THE PHOBIC TRUST'S ANXIETY DISORDERS CLINIC

Our Services and How They Relate to Your Needs

Who We Are

The Phobic Trust was formally established in February of 1983, and incorporated as a charity in 1987 under the Charitable Trust Act 1957.

The Vision of the Phobic Trust inc:

Stimulate **awareness** of anxiety, phobic and compulsive disorders, to **alleviate** the suffering of those involved, and to provide **input** into the causes and management of these disorders.

We believe that sufferers of anxiety disorders require a calm, safe, community-based centre which can provide a full treatment program with a team of specialists, clinicians, therapists and trained people offering their skills, care and support.

Initial Contact

- Referral to a treatment programme is generally obtained from a General Practitioner, a mental health practitioner, school counsellor, department of corrections and/or other mental health specialist. When you see your GP, explain your symptoms and tell them that you want to be treated at the Phobic Trust for your anxiety disorder/depression.
- Have this referral faxed, mailed or emailed to us here at the clinic by your GP. Fax or email is preferred. Our fax number is 09 849 2375 and email address clinic@phobic.org.nz
- Once we receive the referral, we will contact you to offer you an initial appointment.
- The Clinic hours are from Monday to Friday 8.30am to 5.00pm and Saturday 8.30am to 1.00pm. We ask that the appointments be kept on time. **Important Note:** We require 24 hours notice of non-attendance or a late-cancellation fee will be charged.
- On a WINZ benefit or ACC? See the section below for more information!

The Initial Appointment: A Needs Assessment

The initial appointment is a Needs Assessment. Once we receive the referral from your GP, we will be calling you to set up an appointment. The assessor will educate the client and their family and help them decide whether or not treatment is required. In this

preliminary session therapy is explained and treatment costs and other matters are also discussed.

There are enormous stress levels on both clients and their families/whanau, thus we encourage people close to the client to be involved in the initial appointment.

Forms

For treatment at the Clinic, we will require you to fill out forms. Before you arrive for your needs assessment, expect to find a "Patient Registration Form" mailed to you at your home. Depending on the timing of your appointment, you might not receive these forms in the mail. If you do not receive them, then please plan to arrive 15 minutes early to your Needs Assessment to fill out some paperwork.

All information you give us remains strictly confidential. The forms are useful to assist us with diagnosing and treating you. Some information may be used for statistical or research purposes if you so authorise.

The Next Step: The Psychiatrist Appointment

Following the Needs Assessment, an appointment will be made with our psychiatrist (a special kind of doctor who is licensed to prescribe medication) and he/she will explain the therapeutic treatment programs that the Clinic offers. A joint decision will be made with the client as to whether psychological treatment is appropriate. This means that you and the doctor will discuss if medication is right for you.

What is Right For You: Treatment Options

If therapy is required (which is determined in your needs assessment and your psychiatrist appointment) an appointment will be made with the most suitable psychologist from our team. We work with a multi-disciplinary team including psychiatrists and psychologists. Our psychiatrists and psychologists are specialists in many areas as they relate to phobic/anxiety/compulsive disorders, including alcohol and substance abuse, gambling addiction, eating disorders, as well as children suffering from fear and anxiety. No matter what your needs or symptoms, there is someone on our team with a wealth of experience who can help.

Support Groups: Finding the Right Group For You

As part of our treatment program, we facilitate support groups that are focused on particular disorders, such as Social Phobia, Agoraphobia, School Phobia, Trichotillomania and Obsessive Compulsive Disorders. A facilitator holds the support groups fortnightly when there is demand. To find out more about the schedule, please call our receptionist at 09 846 9776.

Payment

Payment is expected at the time of your consultation, unless prior arrangements are made with administration staff. We accept cash, EFTPOS, cheques, Visa and MasterCard.

Work and Income

You may well qualify for a WINZ benefit if you fit the following criteria:

- You are on a benefit
- You are on a pension
- You are on a government subsidy
- You are a student
- You earn less than \$28,000/per annum

If you do in fact meet this criteria, then you may well be eligible to have Work and Income assist with your payments as they relate to your treatment at the Phobic Trust.

Obtaining Work and Income Assistance

- Advise the Phobic Trust staff that you will be applying for Work and Income assistance and they will send you out forms and a letter to take to Work and Income to help make the process easier.
- Make an appointment with your Work and Income case worker to discuss your treatment at the Phobic Trust **BEFORE your initial Needs Assessment**. This is especially important as the Phobic Trust requires either payment or proof of Work and Income payment on the day of the Needs Assessment. If you do not already have a case manager call the Work and Income general enquires line and ask to **make an appointment with the nearest service centre to you to apply for a Special Needs Grant**. The number is 0800 559 009
- Whilst at your Work and Income appointment, make sure they are aware that you are starting treatment at the Phobic Trust's 'Anxiety Disorders Clinic' and that you need them to make a direct payment to the Trust in the amount of \$290.00 (This is the 'Special Needs Grant). This covers the cost of your initial Needs Assessment, and your Psychiatric Assessment.
- You should receive a direct credit form once they have processed the payment, which they can do whilst you are at your appointment. Keep this form and bring it to your Needs Assessment.
- Before you leave your appointment at WINZ, they may give you paperwork that you need to fill out, and that needs also to be signed by a psychologist and the psychiatrist here at the Clinic.
- Bring this paperwork to your Needs Assessment so that the Psychologist and Psychiatrist can both sign. Once signed, this paperwork is delivered back to your Work and Income case manager (by you) and they will then set up automatic payments to the Phobic Trust, so you don't have to worry about paying at the end of each of your appointments.
- If you are currently on a benefit but not receiving a Disability Allowance it is important to know that **your current income will NOT be affected by the Work and Income payment to the Phobic Trust**. However, if you are already receiving a full Disability Allowance (\$54.05 a week) then you are already receiving the maximum amount allowed.

INSURANCE / ACC

Please enquire with your insuring agent before attending the Phobic Trust. It is your responsibility to ascertain if the cost of treatment will be covered by your insurer. All contracts with insurers are different and not all cover the cost of psychiatrists, psychologists and counsellors. ACC beneficiaries must approach their case managers to check their entitlements. We recommend that you receive written verification that your treatment will be covered before you attend your needs assessment.

Auckland Clinic Appointment Fees (including GST) as of 1st May 2006.

Transfer of the second	
Treatment	Fee per session
Needs assessment/education of families/whanau	\$100.00
Psychiatrist	FEE
Initial Assessment/Assessment Diagnosis	\$190.00
Follow-up	\$120.00

Follow-up/Medication check-up	\$120.00
Prescription	\$ 20.00
Psychologist	FEE
Initial Assessment – if required (90 mins)	\$160.00
Regular Treatment Sessions (60 mins)	\$120.00
Home Visit (including travel time/expenses)	\$175.00
Therapeutic Workshop – Social Phobia is 10 sessions.	\$ 65.00
Cancellation (less than 24 hours notice of cancellation)	\$65.00
Did Not Attend (failure to cancel or attend any appointment)	\$65.00

What We Treat

Anxiety with Panic Attacks	Agoraphobia	Depression
Social Phobias	Simple Phobias	Obsessive Compulsive Disorders (OCD)
Body Dysmorphia	Trichotillomania	Compulsive Gambling
Stress Related Disorders	School Phobia	Post-Traumatic Stress Disorder

Further Information

If you have any concerns you are welcome to phone us at any time on (09) 846 9776. After hours you will reach our 24-Hour Phone Line at **0800 14 ANXIETY (0800 14 269 4389**). The phone line is answered by trained volunteers who will endeavour to answer any questions and provide support.