Fluence Clinic

General Mental New Patient Pathway

We currently are accepting both adults and children aged 6-17 from anywhere in Australia for our General Mental Health pathway.

Please send us a referral from your GP to start the process. Go to page 2 for our referral requirements and more details.

Please note: We do not offer assessments for NDIS, WorkCover, TAC, or other similar purposes. Reports are for diagnostic and management use, not funding or medico-legal claims.

Send us a referral from your GP

Important: Check page 2 for referral requirements.

If it does not meet requirements, this will cause delays.

We'll process your referral (and do it fast)

We process referrals within 3 business days.

We send a text for next steps once it's ready.

You'll complete the pre-booking steps online

Once received, fill out the necessary forms and pay.

Once completed, you'll be ready to book.

You'll get a link to our booking calendar

You'll choose your own time from those available.

You're then ready for your telehealth appointment.

Prices & Wait Times

	Adult Pathway (18+)	Child Pathway (6-17)
Upfront Cost	$995.00	$1,375.00
Medicare Rebate	$467.45	$467.45
Out-of-Pocket	$527.55	$907.55
Wait Times	1-4 weeks	1-4 weeks

Fluence Clinic

What details must my GP include in the referral?

Your referral needs to include your details, like **date of birth, your address, and must include a current mobile number**. It should also include:

1 — The reason for the referral, e.g. a mental health assessment, including symptoms
2 — Your current and past medications
3 — Your mental health history, including any admissions, and family mental health history
4 — Your medical history, including if you or family have a history of heart conditions
5 — Any known allergies
6 — Your current or past drug and alcohol use
7 — **The Medicare Item Code, which will be 291 if this is your first appointment with us**

If your referral is ADHD or ASD related:

Please note: ADHD and ASD are not included in the General Mental Health pathway. You will need to be in either the ADHD or Dual ADHD & ASD pathway instead.

Go to **www.fluenceclinic.com/newpatientguides** to learn more.

Either your GP or you can send the referral directly to us:

Named referrals aren't required; they can be addressed simply 'Dear Psychiatrist'

They must be addressed to Fluence Clinic or be an open referral. We cannot accept referrals addressed elsewhere.

referrals@fluenceclinic.com

61391242702

Fluence Clinic

Thank you for considering Fluence Clinic.

Want more information?

This is the short version of our guide; keep reading for our Frequently Asked Questions.

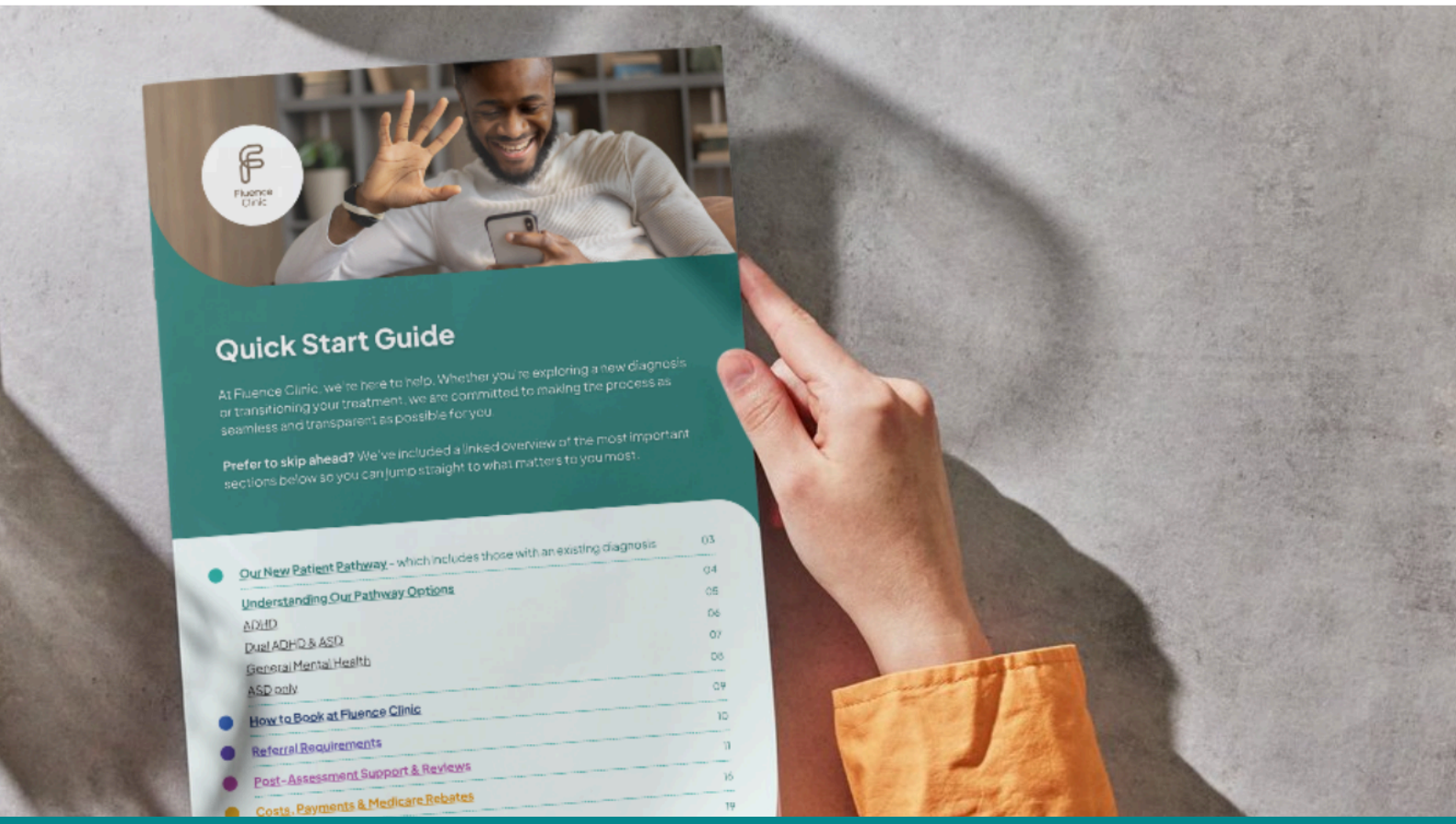
To view the longer version, please go to:
www.fluenceclinic.com/newpatientguides

03 6121 4298

hello@fluenceclinic.com

referrals@fluenceclinic.com

www.fluenceclinic.com



Fluence Clinic

Frequently Asked Questions

You can use the **below links** to skip to the sections that matter most to you:

Referrals | Appointments | Costs & Rebates | Post-Appointment

General

Q: Where is Fluence Clinic located?

A: Fluence Clinic operates as a fully remote telehealth clinic, providing psychiatry services to patients across Australia. Our head office is located in Boat Harbour, Tasmania.

Q: What are your business hours?

A: Our reception team are available from Monday to Friday, 9am to 5pm.

Appointment hours vary depending on the schedules of our psychiatry team. We typically have appointments every day of the week including weekends,from 8am-8pm.

Q: How do I begin my journey with Fluence Clinic?

A: Start by obtaining a referral from your GP that outlines your mental health history, medications, and specific symptoms.

Once we receive your referral, our team will process it within three business days, after which you'll receive a text with the next steps to book.

Your next steps are forms and payment, and once those are done you'll be ready to book.

Q: What if I am struggling with my mental health and need immediate care in order to keep me safe?

A: We are a telehealth provider and will not be able to help with crisis management as we are not equipped to offer emergency or urgent care services.

It is crucial that you contact your local crisis team, call 000, or present to nearest emergency department in your area.

You can also contact Lifeline at 13 11 14 for someone to talk to in non-emergency situations.

Q: Will I be seeing a psychiatrist?

A: Yes, all appointments are conducted by our team of experienced psychiatrists, who specialise in ADHD, ASD, and other mental health conditions.

Q: How long does it take to get an appointment at Fluence Clinic?

A: Our wait times can vary depending on your chosen psychiatrist. On average, we have appointments available within 1-4 weeks.

General

Q: What time zone does Fluence Clinic operate in?

A: Our telehealth appointments are scheduled based on Victorian time. This means we follow AEST/AEDT depending on the time of year. Please make sure to adjust accordingly when booking if you're in a different time zone.

Q: How do I know if Fluence Clinic is the right choice for me?

A: Fluence Clinic is a great option for those seeking telehealth psychiatric services with tailored care for ADHD, ASD, and general mental health concerns. Our pathways provide specialised support based on patient needs.

Q: Is there a cancellation or priority list for appointments?

A: Yes, we have a Priority List. If after booking you need an earlier appointment, or simply have availability and are open to anything sooner, you can email us at hello@fluenceclinic.com and request to be added to the Priority List.

This means we'll text you if anything sooner becomes available than your scheduled booking. We typically find sooner appointments for 70% of patients on average when requested.

Q: Can Fluence Clinic provide second opinions?

A: Yes, Fluence Clinic offers second opinions on diagnoses and treatment options, allowing patients to explore alternative viewpoints from our qualified psychiatrists.

Q: What if I already have a diagnosis?

A: All patients begin their journey at Fluence Clinic with a New Patient Pathway — including those with an existing diagnosis from another service. This allows your psychiatrist to understand your history, symptoms and needs.

Q: What is a New Patient Pathway?

A: A "new patient pathway" is our term for the initial process and first appointment where we learn about your unique needs and establish the best way to support your mental health journey.

Q: Are all services at Fluence Clinic conducted online?

A: Yes, all appointments and communications are conducted through secure online video calls, enabling access from the comfort of your own space.

Q: Do I need special equipment on my phone or computer?

A: No special equipment is needed, and you won't need to download any apps. The appointment will be hosted securely on our website.

You just need a device with a stable internet connection, camera, and a microphone to join your telehealth appointment.

Fluence Clinic

Referrals

Q: How do I get a referral for an assessment at your clinic?

A: You should speak with your GP to arrange a referral. We ask that you please make sure it meets the requirements listed in this guide.

Please note that we do not accept referrals from online GP services such as UpDoc.

Q: Can I use my existing open referral to book an assessment at your clinic?

A: Yes, we can accept open referrals, however we cannot accept referrals addressed to other clinics or referrals sent from online GP services such as UpDoc.

Q: Do you accept referrals from online GP services such as UpDoc?

A: We don't accept referrals from online GP services like UpDoc at this time.

To provide the best care, we use a co-prescribing model where your GP and Fluence Clinic psychiatrist work closely together.

Online GP services usually don't provide the detailed medical history we need for this, so we ask that you get a referral from an in-person GP.

Q: Where do I send my referral to?

A: The referral can be sent by you or your GP to referrals@fluenceclinic.com or via Fax to 61391242702.

referrals@fluenceclinic.com

Q: Is a referral from my psychologist okay?

A: Referrals from qualified psychologists are typically accepted, however a GP referral is still required as per Medicare Australia requirements.

The referral from your GP must state which assessment pathway you're interested in (ADHD, ASD, Dual ADHD & ASD, or General Mental Health), and include Medicare Item Code 291.

Q: Have you received my referral?

A: We typically process referrals within 3 business days and will send you a text with the next steps.

Occasionally referrals aren't received, however. To ensure your referral reaches us, we recommend getting a copy of it and sending it directly to us at referrals@fluenceclinic.com. There is an autoresponder to confirm receipt.

Q: What happens after sending the referral? What can I expect next?

A: Once your referral is received, it gets processed. This usually takes up to 3 business days.

Once your referral has been processed, we'll contact you via text with the next steps for booking your appointment.

Q: Who should it be addressed to?

A: Named referrals aren't required; they can be addressed simply 'Dear Psychiatrist', however they must be addressed to Fluence Clinic or be an open referral. We cannot accept referrals addressed elsewhere.

Fluence Clinic

Appointments & Scheduling

Q: How long does it take to get an appointment at Fluence Clinic?

A: Our wait times can vary depending on your chosen psychiatrist. On average, we have appointments available within 1-4 weeks.

Q: How do I book an appointment with Fluence Clinic?

A: Start by obtaining a referral from your GP that outlines your mental health history, medications, and specific symptoms.

Once we receive your referral, our team will process it within three business days, after which you'll receive a text with the next steps to book.

Q: Can I reschedule or cancel my appointment?

A: Yes, you can reschedule or cancel your appointment, but please provide at least three business days' notice to avoid cancellation fees. Our policy details can be found on our website.

Q: Can I choose my appointment time?

A: Yes, bookings are self-selected in our booking calendar, so you can choose the date and time that suits you best from those available.

Q: What should I do if I'm running late for my appointment?

A: If you are running late, please let us know as soon as possible. Depending on the delay, we may need to reschedule to ensure you receive the full benefit of your session.

Q: What if I already have a diagnosis?

A: All patients begin their journey at Fluence Clinic with a New Patient Pathway — including those with an existing diagnosis from another service. This allows your psychiatrist to understand your history, symptoms and needs.

Q: What is a New Patient Pathway?

A: A "new patient pathway" is our term for the initial process and first appointment where we learn about your unique needs and establish the best way to support your mental health journey.

Q: Can I have someone join me in my telehealth appointment?

A: Yes, you are welcome to have a support person or family member present during your appointment. Just let us know in advance to ensure a smooth experience.

Q: Are weekend appointments available?

A: Yes, we typically have weekend appointments available depending on your chosen pathway and chosen psychiatrist's schedule. Our reception hours are 9am-5pm Monday to Friday, however psychiatrist appointments may be on any day and typically range from 8am to 8pm.

Q: How does telehealth work at Fluence Clinic?

A: Telehealth at Fluence Clinic is delivered via secure video calls. Patients can connect from any device with internet, camera, and microphone capabilities.

Fluence Clinic

Appointments & Scheduling

Q: Will I receive reminders before my appointment?

A: Yes, we'll send you a reminder email 24 hours before and a reminder text 60 minutes before your scheduled appointments with us.

Q: What forms do I need to complete before my appointment?

A: Depending on your new patient pathway and age group, you will need to complete a patient contract and some different pre-assessment forms. All required forms will be sent to you via email after booking.

For adults, there will typically be required forms for a partner and/or parent to complete depending on the chosen pathway.

For children aged 6-17, there may be required forms for a parent and/or teacher to complete depending on the chosen pathway.

Q: How can I access the pre-assessment forms?

A: These will be sent to you in your pre-booking email. This happens after your referral is processed, and cannot be sent before that.

Q: How do I access the link for my telehealth appointment?

A: We'll email you 24 hours before your scheduled appointment starts with your link. You'll get a reminder text 60 minutes before with a copy of the link, too.

Q: Do I need to submit any documents or medical history before my appointment?

A: It is greatly appreciated if you share any relevant medical history, test results, school reports, previous reports or other relevant documents.

You can send these to hello@fluenceclinic.com to be uploaded securely to your file. We ask that any additional documents are sent no later than three business days before your appointment to ensure your psychiatrist has time to review them.

Q: What should I prepare for a telehealth appointment?

A: Ensure you have a quiet, private space, a reliable internet connection, and any relevant documents ready. You'll receive a link to join the video call 24 hours before your appointment.

We recommend joining the virtual waiting room at least 5-10 minutes before your scheduled start time. This gives you a chance to give permissions for your camera and microphone and ensure everything is working as expected.

Costs, Payments & Rebates

Q: What payment methods does Fluence Clinic accept?

A: Fluence Clinic offers card and bank payment options. You can access these during the payment step in our Patient Portal.

We also offer third-party payment options via invoicing for patients who may be assisted by a third party or community service for payment.

Q: Is there a surcharge for credit card payments?

A: No. As of October 1st, 2026, Fluence Clinic does not pass on any surcharge to patients related to card payments.

Q: Are bulk billing options available at Fluence Clinic?

A: Fluence Clinic does not offer bulk billing at this time. All appointments are privately billed, with Medicare rebates available for eligible patients.

Q: Do you offer discounts or payment plans?

A: While we do not currently offer any discounts or concessions, we do offer payment plans.

Patients are able to pay $100 as a deposit to be enabled to book, assuming all other required paperwork has been completed. The remainder of the appointment fee is then due by no later than the Thursday of the week prior to the appointment date selected.

Q: Do you provide Medicare rebates?

A: We provide receipts for eligible services and individuals. This will be automatically sent to you within two hours of your appointment starting, as Medicare won't accept rebate claims for appointments that haven't occurred yet.

Patients are responsible for submitting their own claims, and we cannot follow up on the progress of Medicare claims once submitted; Medicare Australia can assist more.

Q: What if I've reached the Medicare Safety Net?

A: If you've reached the Medicare safety net, usually you'll end up with lower out-of-pocket costs for medical services outside of hospitals for the rest of the calendar year.

To check your eligibility and confirm the details, please contact Medicare directly or go to https://www.servicesaustralia.gov.au/medicare-safety-nets to learn more.

Q: Will my private health insurance cover my assessment costs?

A: If you have private health insurance, we recommend asking your provider what they offer for '291 psychiatry' appointments. The rebate receipt we provide for Medicare can typically be used for private claims as well, so you can submit it to your health fund for reimbursement if applicable.

Costs, Payments & Rebates

Q: What is the fee for a missed or last-minute cancelled appointment?

A: If you miss your appointment or cancel or reschedule with fewer than three business days' notice, a $975 fee applies, or $350 if your original appointment fee is $550 or less. This must be paid before rescheduling. Fees may be waived on compassionate grounds.

Q: Can I receive a proof of payment before my appointment?

A: Proof of payment is provided after your appointment. Pre-appointment receipts are not available due to insurance and Medicare claim policies.

Q: Are there any hidden fees I should be aware of?

A: Fluence Clinic is transparent with all fees and there are never hidden charges. All costs are clearly outlined at all times.

Q: Can Fluence Clinic provide an invoice to a third party for payment?

A: Yes, once your referral is accepted and all required paperwork is complete, we can assist with invoicing a third-party provider. This can include charities, organisations, or other services.

Q: How and when do I need to pay for the appointment?

A: We offer card and bank payment options. You can access these during the payment step in our Patient Portal. Full payment is required before booking your appointment, unless you are on an approved payment plan.

If you are approved for a payment plan, you can pay a $100 deposit to book, and are then required to pay the remainder in one payment. This will be due by the Thursday of the week prior to your booked appointment.

Q: Why do I need to pay for the appointment upfront?

A: Unlike many clinics with long wait times, our appointment process is fast-paced.

To ensure everything is ready for the appointment day, we require at least a partial payment prior to booking, with the remainder due by the Thursday of the week before the scheduled appointment. We also require that all paperwork is completed prior to booking.

Q: How are Medicare rebates processed if I pay part of the appointment fee and a third party pays the remainder?

A: If you pay any portion of the fee higher than the rebate value, you may be eligible for a Medicare rebate. Third-party payers covering the full fee will not be eligible for rebates, however. Rebates are only paid to the patient and not third parties.

Costs, Payments & Rebates

Q: What information is required to invoice a third party?

A: We need specific details to process a third-party payment. Reach out to us after the referral has been approved for the full list of information we will require for a third party payment.

This includes: the provider's name, their phone number, mailing address, a contact person's name and direct contact information, the amount they are covering, and confirmation that payment will be made before the appointment.

Q: Can they pay post-appointment if a third party is paying?

A: No, full payment is still required prior to the appointment, even if a third party is involved.

If payment is not received at least a week prior to your booked date, the appointment will be rescheduled until payment is received.

Q: Can the third party split the payment with me?

A: Yes, and if you and the third party each cover a portion of the cost, you may still be eligible for a Medicare rebate on the portion you pay.

Q: How can I follow up if the third party hasn't completed payment?

A: You can contact our team, or we recommend reaching out directly to your third-party contact to ensure timely payment.

If payment is not received at least a week prior to your booked date, the appointment will be rescheduled until payment is received.

Q: Can I still claim a Medicare rebate if a third party covers my appointment costs?

A: No, Medicare rebates are only available if an individual pays a portion of the fee (equal to or higher than the rebate amount) directly. If the third party pays the full amount, no rebate is available.

Q: What happens if the third party does not pay before my appointment?

A: If the third party cannot confirm payment prior to the appointment date, we'll need to reschedule until the payment is received. Payment is always required prior to the appointment date, even if a third party is involved in the payment process.

Q: How soon after providing the third-party information can an invoice be issued?

A: Once we receive and confirm all required details, we can promptly issue the invoice and proceed with scheduling your appointment.

Within 1 business day of receiving all required details for the invoice, we will get in touch with you with a booking link. This will let you pick the date and time that suits you best for the appointment, however please note: you must book for no sooner than 4 weeks away to allow time for the invoice to be sent and paid.

Once you've booked, we'll send an invoice to the third party within 2 business days for payment.

Post-Appointment

Q: What happens after my initial appointment at Fluence Clinic?

A: After your initial appointment, your psychiatrist will create a personalised management plan, and you and your GP will receive a detailed report outlining their recommendations. This is done within 7-14 days of your appointment with us.

Q: How long does it take to receive my post-appointment report?

A: Reports are typically completed within 7-14 days post-appointment and then sent to both the GP and the patient via email.

Q: What should I do if I have questions about my report or treatment plan?

A: If you have questions about your report or treatment plan, contact our team via email for assistance. We're here to clarify any details and ensure you fully understand your care plan, and we will confirm details with your psychiatrist as needed to ensure you get the best response.

Q: How do you handle medication side effects or concerns?

A: If you're experiencing side effects, let us know so we can address them promptly. Your psychiatrist may adjust your medication or work with your GP to manage side effects effectively.

Please note that in some cases, a review may be required before changes to your plan can be safely recommended by your psychiatrist.

Q:Do I need to have follow up appointments after the initial assessment?

A: Follow-ups are not always required, and are arranged on a case-by-case basis depending on the complexity and the availability of our psychiatrists in order to provide safe and meaningful care.

If you'd like to schedule a follow-up appointment, we require a referral from your GP. This referral must clearly state that it's for a follow-up review and include the Medicare Item Code that matches your review type.

Q: What should I do if I want to request changes or feel there's an error in my report?

A: If you'd like to request changes to your treatment plan or believe there may be an error, please send a detailed email to hello@fluenceclinic.com for review.

We'll review your concerns with your psychiatrist and address any necessary adjustments, typically within 5 business days.

Our goal is to ensure your plan aligns with your needs and provides the best path forward for your mental health journey.

Q: What if my symptoms change or new concerns arise after my initial appointment?

A: If you experience changes in your symptoms or new concerns, contact our team to discuss whether a follow-up appointment is needed. We're here to support your evolving needs.

Post-Appointment

Q: Can I ask questions or discuss my treatment plan after the appointment?

A: Yes, if you have questions, we encourage emailing hello@fluenceclinic.com for assistance. In some cases we may recommend scheduling a review appointment to discuss your treatment plan or any new concerns with your psychiatrist.

Q: What is co-prescribing?

A: Co-prescribing means your GP works with our psychiatrists to manage your medication. Your psychiatrist will send a comprehensive report & delegation (if appropriate) to your GP post-appointment. This will allow your GP to prescribe or apply for a permit to prescribe as needed.

Q: Why doesn't Fluence Clinic initiate medication and prescribe?

A: Co-prescribing with your GP reduces the costs for patients and is a more convenient long-term option for patients, too. Instead of requiring additional psychiatrist appointments for the sole purpose of receiving new scripts, patients are able to visit their local GP and receiving consistent ongoing management from their main healthcare provider.

Q: How do I submit feedback about my experience?

A: We welcome your feedback, and do our best to constantly improve wherever we can for future patients. You can submit feedback by emailing hello@fluenceclinic.com at any stage.

Q: How can I contact my psychiatrist post-appointment?

A: If you have any questions, concerns or requests for a psychiatrist, please send a detailed email to hello@fluenceclinic.com and we will forward it to your psychiatrist to advise. Due to their varied schedules, emails are their preferred method for communications.

Typically they will provide their reply via within 1-5 business days. For some complex questions or requests, additional time may be needed and a review appointment may be recommended.

Q: What happens if I would like to add a prescribing GP?

A: If you'd like to change your prescribing GP, please send us an email to hello@fluenceclinic.com with your prescribing GP's details (incl. surgery name, GP name, address, email, and phone number). We will update your report and re-send it to your new prescribing GP within 2 business days.

Please note that only one GP can be listed as a prescriber at any given time.

Q: What if my GP is hesitant to prescribe stimulant medication?

A: We are happy for your current GP to email us at hello@fluenceclinic.com to discuss concerns or ask questions with the hope we can alleviate their concerns.

If your GP is hesitant to prescribe, we suggest finding another local GP who better suits your requirements. Finding a GP you feel comfortable with, trust, and who suits your individual needs is a crucial part of having a great health management plan.