



Welcome to Zen Psychiatry

A private psychiatric practice in the heart of Wellington

Dr Zenaida Tenea is a psychiatrist with extensive experience in both private and public sectors. She is a Fellow of the College of Psychiatrists of South Africa, and after relocating to New Zealand in 2022, also became an Affiliate of the Royal Australian and New Zealand College of Psychiatrists. Passionate about mental health, she also enjoys traveling, music, and art.



OFFICE LOCATION

Level 2, Bell Gully Building
40 Lady Elizabeth Lane
Wellington Central, Wellington 6011

The building is located on the waterfront near the PWC building. The main entrance faces the waterfront. Please take the lift to level 2. A receptionist will be available to guide you to Dr Tenea's office. There is a comfortable waiting area at reception.

PARKING OPTIONS

There is no parking directly at the building. Nearby options include:

- TSB Arena Car Park (closest option)
- Waring Taylor Street
- Ballance Street

Please allow extra time for parking when attending your appointment.

Services and prices

Psychiatric Consultation: New Patient (90 minutes)	\$810.00
Psychiatric Consultation: Follow Up (30 minutes)	\$270.00
Prescription (New Special Authority)	\$55.00
Prescription (Regular)	\$45.00
Family Session (1 minute)	\$9.00
Telephonic Consultation (1 minute)	\$9.00
Psychiatric Report/Letter (1 minute)	\$9.00
Completion of Forms (1 minute)	\$9.00
Email Advice/Consultation (1 minute)	\$9.00
Missed Session: New Patient (90 minutes)	\$810.00
Missed Session: Follow Up (30 minutes)	\$270.00

All prices listed are inclusive of GST and are quoted in New Zealand dollars (NZD). Completion of forms, reports and email advice are billed per minute e.g., a report requiring one hour to complete will be \$540. Prices are subject to change without prior notice. Please confirm all prices with our staff at the time of booking.

Dr Tenea offers private psychiatric consultations for clients aged 18 year and older. She also undertakes ACC assessments, which are billed at the accepted ACC hourly rate, and require pre-approval from ACC. Referrals from ACC recovery partners and coordinators are accepted.

Dr Tenea does not undertake assessments for immigration, criminal or civil legal procedures, incapacity, or occupational assessments unless legally mandated. She is unable to see clients who are under the Mental Health (Compulsory Assessment and Treatment) Act of 1992; such clients have an appointed Responsible Clinician as per the Act.

Appointment scheduling process

REFERRAL REVIEW

Once your referral is received, it is reviewed by Dr Tenea to determine if we are able to assist. If we are able to assist, we will contact you via email and provide further information.

WAITLIST FOR APPOINTMENTS

We are currently operating a waitlist for appointments. Once your referral is accepted, we will send you the required forms to complete. After the forms are filled out and returned, you will receive an email confirmation of your place on the waitlist.

Please note that appointments will only be confirmed once the required forms are complete.

You will be required to sign the billing/practice agreement prior to the initial appointment. The appointment will only be confirmed once this is done.

APPOINTMENT AVAILABILITY

When an appointment becomes available:

- You will receive an email with the time offered.
- Once you confirm the time is suitable, you will receive an email confirmation.

Cancellation policy

Here at Zen Psychiatry, we strive to provide quality health care to all our patients. Your appointments and well-being are very important to us and we understand that unexpected schedule adjustments can happen. Please be aware of our cancellation policy below.

APPOINTMENT CANCELLATION

Please understand that appointment times are limited and to be respectful to all, please advise as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we request that you advise at least 48 hours in advance. Due to appointments being in high demand, your advanced notice will allow another patient access to that appointment time.

LATE CANCELLATIONS/NO-SHOWS

A cancellation is considered late when the appointment is cancelled less than 48 hours before the appointment time. A no-show is when a client misses an appointment without notice. In either case, this will result in full charge of the appointment missed.

HOW TO CANCEL YOUR APPOINTMENT

Should you need to cancel your appointment, please email execassistant@zenpsychiatry.co.nz.

Please advise if you wish to reschedule.

Please keep in mind that emails are monitored Monday to Friday, 9:00 a.m. to 5:00 p.m. Any cancellations made over the weekend will be processed the next business day.

FAQ

≡ ARE REFERRALS REQUIRED AND WHO CAN PROVIDE THE REFERRAL?

As part of our commitment to providing high-quality care, it is our standard policy that all new clients are required to provide a referral from a GP, psychologist, counsellor, therapist or other specialist. Referrals are essential as they ensure a comprehensive understanding of your health history and needs, as well as ensuring continuity of care.

≡ WHEN IS PAYMENT DUE?

An invoice will be issued to you on the day of your appointment. We kindly request full payment within one day of receiving your invoice. Please make your payment via bank transfer using the details provided on the invoice.

≡ PAYMENT METHOD

Zen Psychiatry does not have payment facilities onsite. All invoices are issued electronically on the day of your appointment and are payable via bank transfer using the details provided on the invoice.

≡ WHAT HAPPENS IF I MISS A PAYMENT?

If a payment is missed, we will send a reminder notice giving you a specified period to settle your dues. Continuous non-payment may result in your account being handed over to a debt collection agency.

≡ WHAT IS INVOLVED IN MY INITIAL CONSULT?

Your initial consultation is 90 minutes. It is a comprehensive session designed to assess your needs and begin formulating a treatment plan. Here is what you can expect:

Assessment: During this appointment, you will complete an in-depth assessment where you will discuss your medical history, current concerns, and any symptoms you are experiencing. Please be transparent regarding your health history, as this information is critical for informed clinical decision-making and assessing potential risks.

Diagnosis: Following the assessment, Dr Tenea will provide you with a diagnosis. Understanding your condition is a critical step in creating an effective treatment plan.

Discussion of Treatment Options: Depending on your diagnosis, Dr Tenea will discuss potential treatment options with you. The first prescription is included in your consultation fee.

Communication with Your GP: A letter outlining your diagnosis and any initial recommendations will be sent to both you and your GP, usually within 8 weeks of your initial appointment.

≡ DO YOU HAVE A WAITLIST?

Yes, we offer a cancellation list for clients who wish to be seen earlier. While we cannot promise an earlier appointment, we will make a note of your interest and promptly notify you if an earlier slot becomes available. Please let us know if you would like to be added to this list.

≡ IS ZEN PSYCHIATRY AFFILIATED WITH ANY HEALTH INSURANCE COMPANIES?

Dr Tenea is currently not registered with any insurance companies. However, we can invoice you and you can submit the claim to your insurance company, which then reimburses you. Please enquire with your insurance company for further queries on this.

≡ WILL I REQUIRE A FOLLOW UP APPOINTMENT?

If medication is prescribed or if ongoing monitoring is needed, follow-up appointments will be suggested in your initial consultation. If this is the case, we will reach out to you to arrange this following your initial consultation.

≡ DO I NEED TO BRING ANYTHING TO THE APPOINTMENT?

We will already have your referral and any forms we sent for you to complete. No additional documentation is required unless specifically requested.

To ensure we have a productive initial consultation, you are welcome to prepare a list of any symptoms, as well as any questions or concerns you may have.

≡ CAN I BRING A SUPPORT PERSON?

You are welcome to bring a support person to your appointment if you choose.

≡ HOW WOULD A ZOOM CONSULT WORK?

At Zen Psychiatry, we offer both online virtual and in-person appointments to accommodate your needs. Our virtual consultations are conducted via Zoom, a secure and easy-to-use video conferencing platform.

≡ HERE'S WHAT TO EXPECT FOR A ZOOM CONSULTATION:

- **Appointment Confirmation:** Once your appointment is scheduled, you will receive a confirmation email that includes the date and time of your consultation.
- **Zoom Link:** This email will also contain a Zoom link. Simply click on this link at the scheduled time of your appointment to join the virtual consultation.
- **Technical Requirements:** Ensure you have a stable internet connection and a device equipped with a webcam and microphone. This can be a computer, tablet, or smartphone.
- **Preparation:** We recommend finding a quiet, private space where you can speak freely and confidentially.
- **Start of the Session:** Log in to Zoom a few minutes before your appointment time to ensure everything is working correctly. Your psychiatrist will join the session at the scheduled time.

If you have any questions or require assistance with setting up Zoom, please do not hesitate to contact our office ahead of your appointment. We are here to make your telehealth experience as smooth and comfortable as possible.

≡ DO YOU OFFER PSYCHOTHERAPY?

Please note that our services are focused on psychiatric assessments and treatment; we do not offer psychotherapy.

≡ DO YOU OFFER EMERGENCY APPOINTMENTS?

Unfortunately, Zen Psychiatry is unable to provide urgent appointments. If you are in the Wellington region, please contact the Wellington region mental health crisis service on 0800 745 477, as they provide 24/7 mental health support, and are best equipped to provide appropriate assistance, and/or arrange an admission if deemed necessary. If you are not in the Wellington region, please contact your local DHB mental health crisis service.

≡ PATIENT DISCHARGE GUIDELINES

Once your condition has been stabilised you may be referred to your general practitioner to continue your care, depending on your preference.

If you wish to remain under Dr Tenea's care you will need to be reviewed at least every six months. Dr Tenea is unable to provide medical advice or prescriptions for clients not reviewed for six months or longer.

Clients not seen for over six months will be discharged from the service (unless otherwise specified).

Dr Tenea reserves the right to discharge patients under circumstances such as breakdowns in the therapeutic relationship, or if a client's needs exceed the scope of care that can be safely provided in a solo private practice setting.

STILL HAVE QUESTIONS? WE'RE HERE TO HELP!

If you can't find the answer you're looking for in our FAQs, please don't hesitate to reach out to us at execassistant@zenpsychiatry.co.nz. Our team is ready to assist you with any questions or concerns you may have.

COMMUNICATION POLICIES

We encourage email communications to ensure detailed and documented responses to your queries. Dr Tenea will endeavour to address your queries within 5 business days of receiving your communication. Her email address is monitored Monday-Friday from 08:00 to 17:00, excluding public holidays. Please allow 72 hours for processing of prescription requests. Dr Tenea's phone number is to be used for urgent matters only e.g, an adverse medication effect. Please be aware that any calls made to the practice and email advice/consultations are subject to charges.

COMMITMENT TO PRIVACY

Your privacy and the confidentiality of your consultations are paramount. We maintain strict confidentiality standards at all times. If a risk to yourself or others is identified, we are obligated to take necessary steps which may involve disclosing relevant information to appropriate parties as per legal and ethical guidelines.

Please note that sessions are not recorded by Dr Tenea but that she does make use of a medical transcription AI (Heidi). Recording of sessions by a client is not permitted.

ADMINISTRATIVE INFORMATION

Dr Tenea has a paperless practice. All letters, prescriptions, reports, and invoices are sent electronically.

For accounts queries please contact Wynon
admin@zenpsychiatry.co.nz.

For appointments please contact Briar on
execassistant@zenpsychiatry.co.nz.



I look forward to working with you and helping you take
charge of your mental well-being
- Dr Zenaida Tenea