



## ***FREQUENTLY ASKED QUESTIONS WHEN SEEING A PSYCHOLOGIST UNDER TELEHEALTH***

Telehealth services are available for all Australians who would like to access psychological services without leaving home. Telehealth makes use of video technology. For the most part, telehealth will be as comfortable and seamless as a face-to-face consultation. It is also just as effective. However, there are a few issues to consider before determining whether telehealth is right for you.

### **IS TELEHEALTH SUITABLE FOR MY NEEDS?**

For most Australians, telehealth will be as effective as face-to-face consultations. Outside of Melbourne lockdowns, the choice becomes a matter of what you might prefer along with your physical health needs. In a small number of cases, you may be better served in a face-to-face environment. I will let you know if this applies to you when we make an appointment for you.

### **PRIVACY AND CONFIDENTIALITY**

Psychological services are, by their very nature, a safe and confidential environment. Telehealth is no different. My consulting rooms have been set up to ensure that we will not be interrupted in-session at my end of the consultation. In order to ensure the ongoing privacy and confidentiality at your end of the consultation, please set up your electronic device in a quiet and secure location, which is free from distraction. If there are others around you, please go into a private room where you will be neither seen nor overheard.

I use Health Direct or doxy.me for Medicare consultations. Both video platforms are HIPAA compliant and meet Australian standards for online security and data encryption. No aspect of the consultation is recorded and no data remains on the platform after the consultation has ended. For this reason, you will be asked to give permission to use the camera and microphone each time you enter the online portal.

I will arrange for any needed documents to be transmitted within the secure telehealth portal in-session. If this is not possible, I will arrange for the needed documents to be transmitted in the most secure alternative available outside the portal.

As no data is retained in the portal, I may make a few notes while we are working together. My electronic notes are held in a secure location for at least seven years. After which time, they are electronically shredded.



## WHAT DO I NEED TO ATTEND TELEHEALTH?

To make use of telehealth, you will need an electronic device, with a microphone and camera enabled, as well as a reliable internet connection. Where possible, please use the Chrome browser on a desktop or laptop computer as this combination seems to work best. I will email a link to the online platform prior to your initial consultation with me. You can bookmark this link for easy access in future. You will also find the link in my email signature file.

## WHAT IF THERE IS A DISRUPTION IN THE MIDDLE OF THE SESSION?

Both Health Direct and Doxy.me provide reliable platforms. However, if there is a disruption to our telehealth consultation for any reason, and with your assistance, I will attempt to reinstate the connection with as little disruption as humanly possible. Depending on what has caused the disruption to our consultation, I may reset the connection, ask you to click on the link to the alternate portal or continue our consultation via telephone. In some instances, one or both of us may need to restart our respective devices and/or our respective internet modems.

## WHAT ARE YOUR FEES?

My fees are \$109.25 for face to face and online consultations. Fees are payable at the time of F2F consultations by cash or EFT. With telehealth, I ask that payments by EFT be made 24 hours beforehand. This both confirms the appointment and enables me to issue you a receipt on the day of your appointment. Where third parties are directly paying for my services, fees will reflect the standard TAC rate for psychologists.

If you have any other queries or concerns, you can contact me on 0418 149 506. See also: *Frequently Asked Questions When Seeing a Psychologist for the First Time.*