



**Cherished Minds**

Child & Adolescent Psychology

## TELEHEALTH INFORMATION AND CONSENT FOR CLIENTS AND EXTERNAL COMPANIES

### WHAT IS TELEHEALTH

*Telehealth service is a psychological therapy service that is delivered via video conference where either or both a visual and audio link has been established between a client and their treating allied health professional.*

We know that making changes from face to face to telehealth can be a difficult transition. Research supports the effectiveness of providing services this way to a similar degree to face-to-face. We anticipate that it will feel a little awkward at the start until we get used to it. It is our intention to return to offering face to face therapy after the virus threat passes. However, it is also possible that you may find telehealth more convenient.

### COST

#### Medicare

At the moment, there is currently extremely restricted Medicare rebate for telehealth, therefore at this time you will be unable to claim your usual Medicare rebate. This may change in the future and we will keep you updated with any policy changes.

#### **There are two main benefits to this interim system:**

- You can keep your plan sessions for later in the year when face to face sessions are restored.
- Telehealth is super convenient meaning you can access counselling anytime, anywhere and without leaving the house. I will keep you informed if / when there are any changes to the rebates for telehealth sessions.

#### NDIS AND OTHER

NDIS recognises that telehealth sessions are equally valuable and considered equivalent to face to face consultations. As such any telehealth services that are claimable under NDIS will remain the same in terms of cost and billing structure.

### CANCELLATIONS

The cancellation policy remains the same.

### CONSENT

#### **Privacy in online communications**

The privacy of any form of communication via the internet or a mobile device is potentially vulnerable at the best of times. We have been instructed to use a secure a platform called ZOOM which will not cost you any money and that meets the security requirements for the provision of online services. We will send you a link to ZOOM prior to your appointment and all you need to do is tap the link on your desktop or laptop and the session will appear. If you wish to use ZOOM on your phone or other device, you will need to download the free ZOOM app. In the event that the connection is unstable for whatever reason the remainder of the sessions will be conducted via the phone line. So make sure you have access to a phone. Please be aware that you are responsible for any costs incurred in relation to the provision of your own software, hardware and data usage associated with this telehealth service.



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## Use of therapy session materials

We will not make recordings of our sessions or use material from our sessions for purposes other than delivering a service to you. We will ask you to respect our privacy by agreeing not to make recordings of our sessions and not to use materials from our sessions for purposes other than therapy. If you wish to record sessions or use session material for other purposes, you must seek my consent to do so.

## PROCEDURE

### What to do

- Check your connection – if at home you may need to move your desk to a place with a stronger internet connection.
- Have headphones nearby – you may need these to prevent echo and to promote privacy so others around you cannot hear our conversation
- Check your surrounds – remove all personal, identifiable objects in the background.
- Check that the sun is not such that glaring on your screen.
- Make sure your location is private and you can't be overheard or interrupted.
- You may need to try and keep others at home off the internet at the same time as your session to minimise demands on connection.
- Sessions are for 50 minutes, but allow an extra 10-15 minutes in case there are technical difficulties.

### To have on hand

- Pens, your journal or a notebook to write in, A3 or A4 paper, headphones, glass of water

## CONNECTING PROCEDURE

You will be sent a link to click on. If we are not already there, I will join you at our set appointment time. That's really all there is to it. If we do have technical problems, just hold tight and make sure your phone is nearby so I can call you if something goes wrong. If you have any questions please contact us on 9822 8630.

## OVERALL CONSENT

I have read and understood the above Consent Form. I agree to these conditions for the therapy provided by my practitioner from Cherished Minds Psychology, as outlined in the Consent Form document.

..... (name)

..... (sign) ..... (date)



# Cherished Minds

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For minors accessing the service:

Your relationship to the child:

\_\_\_\_\_ Mother      \_\_\_\_\_ Father

\_\_\_\_\_ other legal guardian, please specify relationship if other.....

I have read and understood the above Consent Form. I agree to these conditions for the therapy provided by my child's practitioner from Cherished Minds Psychology, as outlined in the Consent Form document.

..... (name)

..... (sign) ..... (date)

Your relationship to the child:

\_\_\_\_\_ Mother      \_\_\_\_\_ Father

\_\_\_\_\_ other legal guardian, please specify relationship if other.....

Please Note: If, after reading this page you are at all unsure of what is written, please discuss it with the practitioner.