



Yellow Gum

PSYCHOLOGY

Telehealth Services Policy for Clients

This document has been created to support mental health services being delivered via telephone or internet technology. Whilst there are benefits including giving access to those who cannot see a psychologist face-to-face and convenience in terms of time and travel, there are many factors to consider. Please read this document carefully and speak to your psychologist if you have any questions or concerns prior to your first telehealth consultation.

Please note that this telehealth policy does not replace the 'Privacy Policy for Management of Personal Information,' which can be viewed on our website or requested from the practice.

Equipment and costs

Where appropriate the telehealth service may be provided by telephone or videoconferencing. 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. Yellow Gum Psychology will be responsible for the cost of the call to you and the cost associated with the platform used to conduct telehealth services.

To access telehealth consultations, you will need provide us with an email address or mobile phone number, have access to a quiet, private space; and the appropriate device, i.e., smartphone, laptop, iPad, computer, with a camera, microphone and speakers; and a reliable broadband internet connection.

Privacy in online communications

The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used. To support the security of your personal information this practice uses videoconferencing software within Power Diary, which is compliant with the Australian standards for online security and encryption. You can visit Power Diary's website to learn more about this platform and their privacy policies: www.powerdiary.com.au

Please be aware that email communication is not secure and should contain minimal personal information. We request that you provide us with a private rather than shared

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or work email address. Your psychologist will provide you with suggestions to help you protect your own online privacy for your sessions.

Use of therapy session materials

Your psychologist will not make recordings of our sessions or use material from your sessions for purposes other than delivering a service to you. Your psychologist will seek your written consent if they wish to use material for other purposes (such as consultation with colleagues).

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

How will your telehealth appointment be arranged?

Telehealth consultations will be arranged as follows:

1. **You will receive an email prior to your consultation with the unique link** for the video conference. This is a unique link for the consultation between a specific psychologist and a specific client at a specific time. It is secure and encrypted. The session will not be recorded.
2. **At the consultation time you will open this email and click the link.** This will take you to your browser and you will be in an online waiting room. Your psychologist will commence the session.
3. **The psychologist should be waiting to invite you into the online consultation room at the scheduled time.** You will receive an SMS if the psychologist is held up. Please do the same if you are delayed. You will be asked to confirm your location at the time of the telehealth consultation.
4. **Sessions will be like an in-room consultation for the most part.** The videoconferencing platform allows communication, the psychologist can share screens to show materials. Standard consultations are 50 minutes.
5. **If the videoconference fails or the connection is disrupted for up to 5 minutes, the consultation will continue via the phone.** Clients are expected to have their phone nearby and charged for the consultation.



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What do clients need to consider in using telehealth?

There are both technical, environmental and personal considerations in using telehealth.

<h4>Technology Requirements</h4> <ul style="list-style-type: none">- Internet bandwidth is important. Having internet access with a minimum of 350kbps per video stream. You can visit www.speedtest.net to check this. You may want to ask others sharing an internet service to be off during the time of consultation.- Ensuring you have sufficient access to data (a 50 min consult is about 1 GB of data)- Use a computer (laptop or desktop) with a webcam and large screen if possible. Where possible, we recommend computers over smartphones or tablets.- Minimise the other applications open on your computer.- Check that the sound and voice is working prior to the consultation.- Ensure you have the latest internet browser on your computer. <p>NOTE: Your psychologist will not be able to trouble shoot problems for a video call. If technical matters aren't resolved within 5 minutes, a phone consultation will occur.</p>
<h4>Your environment</h4> <ul style="list-style-type: none">- Ensure you can have your telehealth consultation in a room that is private. A study or spare room is preferable.- Consider speaking with others in your home about your consultation, the need for privacy and silence, and consider putting a sign on your door as a reminder.- Position your computer and webcam in a place that has good light and has a backdrop (behind you) that is neutral.- Minimise background noise and distractions (e.g., close windows, doors, blinds, turn off televisions and other devices).
<h4>Personal</h4> <ul style="list-style-type: none">- Each client presents with unique personal characteristics and circumstances. Consider your own and speak with your psychologist if you have questions or concerns.- You may feel safer to have a telephone teleconference rather than video conference in some circumstances, however this may also be limiting for some individuals. Please speak with your psychologist if this is the case.



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Limitations of telehealth

A telehealth consultation may be subject to limitations such as an unstable network connection which may affect the quality of the psychology session. In addition, there may be some services for which telehealth is not appropriate or effective. Your psychologist will consider and discuss with you the appropriateness of ongoing telehealth sessions.

Requirement to provide contact details and location

As you and your psychologist will mainly be working together by videoconference, your psychologist needs to be able to contact support people in your locality should any issues arise. You will need to provide the names and contact details of at least one, preferably two, people known to you before we commence the treatment. These people must be informed that you are receiving telehealth treatment.

Because you may be in varied locations for each of our videoconferences, your psychologist will require you to provide your location at the commencement of each session.

As at any other time, please call 000 if you or another person is at risk of immediate harm.

Fees, rebates and payment

The fees, rebates and payment process for telehealth consultations follow the same policies as face-to-face consultations provided by your psychologist. This is documented in your Consent form.

Cancellation Policy

If you need to cancel or postpone your appointment, please give at least 48 hours (two business days) notice, otherwise you will be charged a cancellation fee. This is documented in your Consent form.

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