

PSYCHOLOGY TELEHEALTH - FREQUENTLY ASKED QUESTIONS (FAQs)

What is telehealth?

Telehealth means that health services (e.g., psychology; medical) are provided online or via telephone. When telehealth is online, this is achieved through video conferencing – basically the psychologist and client can see each other online via computer/laptop/smartphone etc.

How does telehealth work?

As long as you have an electronic device with a camera and microphone, telehealth is easy to access. You will receive an email with a link to the video session– all you need to do is click on the link at the time of your appointment and you will see your Psychologist appear on the screen! If your Psychologist is not there, just wait a few minutes as they may be finishing up with another client. If you have a telephone appointment, your Psychologist will ring you on your preferred phone number.

What should I do to prepare for the telehealth session?

We recommend using a private room at home where you will not be disturbed during your session. For online video sessions, you can use any of the following electronic devices as long as they have a camera and microphone: computer (PC); laptop; tablet; smartphone/iPhone. Please ensure that you check your volume is turned on and you're not on mute. You can also use headphones or earphones so only you can hear your Psychologist.

Are online telehealth services safe and secure?

Telehealth sessions will also be confidential between therapist and client. It is noted that the privacy of any form of communication via the internet or a mobile device is limited by the security of the technology, however all psychologists will take reasonable steps to ensure video-conferencing technology (we use Zoom or CoviU) meets privacy obligations.

What if I don't have a Mental Health Care Plan or Eating Disorder Plan?

You can consult with your GP for an assessment to see if you are eligible for a Mental Health Care Plan (up to 10 sessions in a 12-month period / per calendar year) or Eating Disorder Plan (up to 40 sessions per calendar year). If you do not qualify for one of these treatment plans but wish to consult with a Psychologist, you will be charged a reduced rate compared to in-clinic rates. You will also need to ensure your credit card number is provided to one of our receptionists before your appointment so that payment can be proceeded efficiently on the day of your appointment.

Does my Private Health Fund cover my psychology telehealth sessions?

If you do not have a valid Mental Health Care Plan or Eating Disorder Plan from your GP, as with standard in-clinic psychology appointments, your Private Health fund may cover some of your session costs if you have Psychology Extras. Please check with your provider prior to your first telehealth session.

Do late cancellation fees apply to telehealth sessions?

Yes. The same conditions apply to telehealth sessions as they do for usual in-clinic sessions. This is because failure to cancel appointments without sufficient notice means that your appointment time cannot be offered to someone else and the Psychologist's time is also left unutilised. If you can no longer attend your scheduled telehealth session, more than 48 hours' notice is required to avoid incurring a cancellation fee.