

TELEHEALTH SERVICES

FREQUENTLY ASKED QUESTIONS

What is Telehealth?

- Telehealth refers to a videoconference session involving communication between you and your Psychologist using both a video and audio connection.

Is it Confidential?

- Confidentiality will be upheld as per any face to face appointment
- Your psychologist will be in a quiet, confidential setting
- You can protect yourself further by ensuring you're also in a quiet and confidential place
- Confidentiality is limited by the technology. We have chosen the Zoom platform because it is considered to be an efficient and safe platform, with end to end encryption and additional security features

Is Telehealth as effective as a face-to-face consultation?

- Telehealth psychology has been found to be **as effective** as a face-to-face therapy for a variety of mental health concerns.
- There may be some instances where Telehealth therapy may not be an appropriate method. If this is the case, your Psychologist will discuss this with you to come up with another solution.

What do I need?

- Access to a quiet, private space
- A compatible device (e.g. smartphone, laptop, iPad, computer) with a camera, microphone and speakers;
- Reliable and secure broadband internet connection.

How does it work?

- For Telehealth services, clients can download and use the free video app available from **www.zoom.us** or can access the meeting directly from an internet browser.
- Once a Telehealth session is scheduled, Your Psych Centre will email you instructions on how to connect remotely to your session via a secure link to the platform.
- Each appointment, you will be sent the Meeting ID and password for secure access to your session.

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YOUR PSYCH CENTRE

What is Zoom?

- Zoom is a cloud-based video conferencing service.
- Zoom offers multi-layer security with AES-256 end-to-end encryption.
- Zoom can be used in several internet browsers on operating systems including Windows, Mac, and various tablet and mobile devices.

(Note: All clients are responsible for any costs incurred in relation to the provision of their own software, hardware and data usage associated with Telehealth services).

Can I just use a telephone?

- Yes. Although, this is not the best option as both clients and therapists greatly benefit from being able to see non-verbal cues. But we do understand that video conferencing may not be available or suitable for every session.

How do I pay for my appointment?

- Prior to your Telehealth appointment, we will obtain your credit card details and store these securely in our client database (Power Diary).
- At the start of each session, payment will be processed automatically using the card detail saved unless otherwise specified.
- Should the transaction be unsuccessful, we will contact you by telephone and arrange for another means of payment.

What if things go wrong?

- Sometimes misunderstandings may occur due to connection problems, sound quality issues or less than optimal image quality. We will all be patient with the process and clients are encouraged to clarify information if they think the clinician has not understood them and also ask the clinician for clarification.
- If there is ever a disruption of services on the internet or technical difficulties Your Psych Centre will message or call you to discuss how to proceed with the session. If reconnection is not possible within 10 minutes Your Psych Centre will send an email to schedule a new session time.

Is there any other information needed?

- In case of emergency, Your Psych Centre needs to be able to contact support people of clients in their local area. As such, you may be asked to provide details of an emergency contact if we don't already have this on record.
- Because clients may be in varied locations for their Telehealth sessions, your Psychologist may enquire about your location at the commencement of the session.