

Digihealth Informed Consent

Digihealth or telehealth describes the use of digital technology, including telephone and video-conferencing to enable clinical care between a health professional and the patient/client. Digihealth is particularly useful for individuals and couples that are unable to access in-person services due to health complications, restrictions of movement, location and transport issues. Telehealth has been recommended by Australian Psychology governing bodies as a suitable medium to enable vital continuity of care for all clients/patients requiring psychological assessment, treatment and/or support during the current COVID-19 pandemic.

It is hoped that the use of Digihealth options allows us to achieve physical distancing while maintaining emotional connection and support.

Security and Privacy

All of the usual protections and limitations provided under the relevant privacy, health records and health professional legislation are the same for telehealth services as they are in person.

Video or Phone consultations

To enhance the quality of the connection:

- Your device should be placed on a steady surface throughout sessions, and not held in your hand if it can be avoided. If it must be in your hand, please hold it as steady as possible.
- Make sure all unnecessary web-browsers are closed, connecting via Chrome or Mozilla is recommended over other browsers.
- Attempt to minimise wherever possible, pressure on the internet connection within your location by requesting that others do not stream or use the internet if possible.
- Aim for the strongest internet connection i.e. locate yourself where you know you typically get a good connection where privacy can also be maintained.
- Do not use public WIFI connections as your security and privacy cannot be guaranteed.
- Try to have proper lighting so that your clinician can best communicate with you.
- If the program your practitioner is using includes a waiting room, enter the waiting room 5 minutes prior to your scheduled session to allow for time to enable your camera and microphone.

Session Structure

Sessions will be conducted in the same way face-to-face sessions are.

Please note, sessions will be strictly **50 minutes**.

In order to have effective telehealth therapy sessions, the following guidelines are recommended:

- **Make sure that you are in a private location where your sessions won't be disturbed or can be viewed or overheard by others.** Please do NOT worry about the surroundings as we will only be focusing on you and your emotional needs.
- Ensure that you adjust the volume on your device to protect your privacy – Using ear/headphones plugged into the computer/device helps maintain privacy and improves sound.
- You are required to inform your clinician if there is anyone in the room with you, or who you believe may overhear the session.
- Expectations for attire remain the same as though you are attending the office. In that you should be appropriately attired each session, including being fully dressed and in an appropriate setting.
- Try to minimise background noise and distractions. Turn off televisions, music or other sounds in the near vicinity. It may be helpful to have such background noises in an adjacent room to enhance privacy.
- Please do not invite others into session time without discussing this with your clinician first.
- Neither you nor your psychologist are permitted to record any part of the session without the explicit consent of both parties.

If the connection is broken for any reason, your clinician will first attempt to reconnect, if they are unable, they will call you to remedy the situation. If transmission should fail, your clinician will resume the session via phone until internet-based therapy has returned.

Following exiting a video consult, it is advised to close the tab or app as soon as possible to ensure it is no longer accessing your camera.

Fees

Our preferred method is for authorisation to debit your credit card at the time of commencement of the session. Please contact reception on **9809 4888** to ensure your preferred credit card details have been received prior to your appointment or fill the attached form (return to us via email) for the purpose of payment.

Reflection Psychology has recently applied significant discounts to all digital consultations in light of the recent COVID-19 pandemic. Following this period of time, you will be informed of any changes to your consultation fees for future in person appointments.

Session Bookings

You will be able to schedule your appointments as per usual procedure, either discussing it with your practitioner or contacting the office.

Informed Consent for Minors

As part of our intake process, when children or young people access our services, we seek written consent for both the collection of their information as well as for the delivery of support services (including both face-to-face and Digihealth counselling sessions).

You can withdraw your consent at any time by letting your clinician or the reception team know. We will immediately stop providing that service and offer names of other organisations or workers that may be able to assist if required.

It is important to understand that:

- Support for a young person may include individual counselling, contact/interviews with parents, liaison with external agencies or school staff, provision of feedback to parents and/or the school as required.
- Within legal limitations and our organisation's ethical guidelines, sessions with children and young people are confidential.
- No report will be issued unless required by law and/or governed by court orders.
- Oral information may be provided to a Child Representative appointed by the Court, in accordance with the Family Court's Child Representative Role Guidelines.

I, (Print Full Name) _____, hereby give my permission
for my Reflection Psychology Practitioner, to provide professional psychological Digihealth
and/or face-to-face consultations, assessment and/or treatment to my child

(Child's Full Name) _____ (Child's D.O.B) _____

Parent/Guardian Signature _____

Relationship to Child _____

Dated _____

Melbourne CBD
Block Arcade Level 2,
Suite 201, 282-284 Collins St
Melbourne 3000

Fairfield
Alphington Medical
29-31 Station St
Fairfield 3078

McKinnon
158 McKinnon Rd
McKinnon 3204

Camberwell
520 Camberwell Rd
Camberwell 3124

