

# Psychological services via Telehealth

## What equipment do you need to access the service?

You will need access to a quiet, private space; a device, i.e. smartphone, laptop, iPad, computer, with a camera, microphone and speakers; and a reliable broadband internet connection. Where possible, hardwire your computer to your modem as this improves the quality of the video session.

We use a software program called Power Diary to conduct our on-line therapy sessions. Power Diary is compliant with Australian Privacy laws and has multi-layer security and end-to-end encryption. Power Diary only transmits the encrypted information, it never has access to the session or any health information.

## Preparing for your first online psychological therapy session.

- Have a space where you can talk freely, preferably a room with a door that closes with no other people in the room.
- Print or have access to any reading or homework materials sent to you by your clinician.
- Be ready on time for your session. We recommend you sign in to your email 5-10 minutes ahead of the appointment and wait for your clinician to invite you to join the meeting via email
- Open your email account ready to receive your log in link from your therapist
- Consider the position of your webcam or computer camera so that you can see and be seen by your clinician during the session.
- Provide your location details to your clinician at the beginning of each videoconferencing session.

## How do I log in to my therapy session?

Your clinical psychologist will email you a link to the online therapy session approximately 5 minutes before the session.

Clicking on the link will automatically open the session and connect you to your therapist.

Once you have joined the meeting, make sure that your microphone and your camera are turned on by pressing the buttons on the bottom left-hand of the screen.

## What if there are technical difficulties?

If you are experiencing technical difficulties and are unable to join the online therapy session, please call our client relationship team on 6143 4499 and ask to speak to your clinical psychologist.

If you are able to log in to the session but are having difficulties with audio connection, your therapist will contact you via phone.



## How do I pay for my session?

Our client relationship team will call you on the morning of your session or approximately 5 mins before your session commences. If you prefer to pay by bank transfer then we ask you pay 24 hours before your session and email a copy of the receipt from your bank.

Medicare rebates, if applicable, will be processed upon receipt of payment.

Please do not hesitate to contact us on 6143 4499 should you have any additional questions.