



PSYCHOLOGIST

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TELEHEALTH STARTER KIT

Requirements

1. For **phone** consultations you need a reliable headset and microphone and good phone reception.
2. For **video** conferencing you will need reliable computer hardware and access to Zoom app.

Documents Required

1. GP's Mental Health Care Plan (MHCP) documents. (if you wish to claim Medicare rebates)
2. Signed Informed Consent form (attached)
3. Driver's Licence (to verify age and address)

Scan all pages to a PDF and eMail to info@byronbaypsychologist.com.au

Steps to follow

1. If you wish to claim the Medicare rebate, then see GP for a Mental Health Care Plan (MHCP) referral.
2. Email documents to psychologist (see above).
3. Phone psychologist for an appointment. Once all the documents are in hand, the psychologist will confirm your appointment.
4. Session notifications. On the day of your sessions, you will receive a SMS text notification. This notification will give you the time to prepare for the session.
5. The psychologist will phone you or send you a Zoom invitation at the appointed time for your session.

For Quality Phone Telehealth

Telehealth by phone is by far the easiest option. There is less fuss with connecting and there are less distractions. All the same, for a quality experience, please be sure to attend to the following details.

Make sure that you choose a suitable location for your telehealth sessions.

1. Choose a place for your sessions where there is good phone reception.
2. Choose a place where you will have privacy and no interruptions.
3. Please do not attempt telehealth whilst walking, jogging, or driving.

You will need reliable equipment.

1. It is essential that your voice is clear at all times during the telehealth sessions.
2. Ideally you would have a good headset with a microphone.
3. Please do not try to do the sessions with hands-free.

For Quality Video Telehealth

If you wish to use video conferencing and you are not sure if your equipment is up to the task, please test it before sessions commence. You will need to familiarise yourself with the Zoom app and setting the camera and the audio.

1. If a video connection during a session fails, the psychologist will immediately phone you. The session will then complete by phone to maintain continuity.
2. You will need a computer or laptop that has sufficient processing speed to hold a video connection.
3. You will require a microphone and camera.
4. You require the Zoom app installed on your computer or laptop.
5. You require the ability and knowledge to participate in a Zoom video connection.

Credit/Debit Card Payments Policy

Fee for telehealth is \$140.00 per standard session.

Your credit/debit card will be billed for the agreed amount. Please check your card statement to see that the transactions are to your expectations.

At the beginning of the first *teleconference* session Brendan Lloyd will ask you for the following three items...

1. Credit Card Number
2. Expiry Date
3. CVV number

These details will be retained for...

- period of six months after the last session or
- ongoing sessions are concluded by mutual agreement between the client and Brendan Lloyd, or
- the client gives notice of completion of sessions
- In the case of which comes first the credit/debit card details will be destroyed beyond retrieval.

No electronic records are kept in relation to these credit/debit card details.

For ongoing subsequent session, the credit/debit card facility will be accessed and the sessions billed to the agreed fee.

Medicare Rebate

1. The Medicare gap is approx. \$50.00.
2. The Medicare rebate will be processed on the day of your appointments.
3. The Medicare rebate will be paid into the account that you have linked to your Medicare Card.

INFORMED CONSENT FOR TELEHEALTH

Dr Brendan Lloyd, Psychologist

As the client, you have the right to withhold or withdraw consent at any time without affecting your right to future care or treatment nor risking the loss or withdrawal of any program benefits to which you would otherwise be entitled.

Not For Minors

- This telehealth psychology service is strictly for consenting adults.

Identify Verification

- All new clients must verify their age and identity by providing a scanned image of their driver's license or other verifiable governmental identification.

Recordings Are Prohibited

- Clients are not permitted to make an audio or video recording of any portion of the session.

Risk of Harm

- Telehealth psychology is not a crisis based clinical service.
- Telehealth psychology may not be appropriate for clients with active suicidal or homicidal thoughts, or clients who are experiencing acute mental health problems, such as manic or psychotic symptoms.
- It is the responsibility of the client to inform the psychologist if there is a risk of harm to self or others.
- At intake, a client who reports being at risk of harm to self or others cannot safely participate in telehealth psychology.
- If during subsequent telehealth sessions, a client is deemed to be at risk of harm to self or to others, the psychologist will terminate the sessions and will refer the client to appropriate face-to-face psychology or medical services.
- If a client who was not formerly at risk, should become at risk of such harm to self or others, they must immediately report it to the psychologist. In such cases, the client will be referred to appropriate face-to-face psychology or medical services

Confidentiality Restrictions

- The laws that protect the confidentiality of any medical information also apply to telehealth psychology.
- Information about the client will only be released with his or her express written permission, with the following three exceptions...
 1. If the psychologist determines risk of self-harm
 2. If the psychologist determines risk of harm to others
 3. If the psychologist is subpoenaed by a court of law for the treatment notes, the psychologist must comply.

Records

- The only recording of telehealth sessions is by the psychologist's written notes
- The psychologist will maintain records of the telehealth sessions.
- All clinical records will be maintained as required by applicable legal and ethical standards.

No Shows or Late Cancellations

- 24 hours or one full working day is required for a cancelation or to reschedule an appointment.
- With no notice or reasonable explanation for not attending a telehealth scheduled appoint the full fee applies and will be charged to the credit/debit card details help on hand.
- It is acceptable to cancel or reschedule a session by phone, or voice mail, or SMS text, but not email.

Secondary Contact

If something goes wrong, and you can't be contacted, is there someone who the psychologist could call in an emergency?

Name	
Phone	

Client signature

I will participate in this Telehealth service of my own accord and I understand that I can withdraw my consent at any time. I agree to abide by the conditions described above.

Name	
Address	
Phone	
eMail	
Signature	
Date	

Fill-out, sign, scan page 4, then email to info@byronbaypsychologist.com.au