Psychological Services via Telehealth: FAQ's

In March 2020, Drop of Life took a proactive approach and transitioned its services to Telehealth in order to reduce the risk of community transmission of COVID-19 and provide protection for our clients and clinicians.

What is Telehealth?

Telehealth refers to a video conference consultation involving communication between you and your clinician using both a video and audio connection. This is similar to connecting with family, friends or business contacts using programs such as FaceTime or Zoom. You may also have your appointment via Telephone if you prefer this over video conference.

How do I know if I am eligible to access telehealth psychological services?

All clients are eligible to access Telehealth. If you have a Mental Health Care Plan, you can still claim your sessions as Medicare have released new MBS items that allow you to access Telehealth. Telehealth is also available for all other referral types (i.e. GCPHN Referrals, WorkCover Referrals, DVA Referrals, EAP Referrals, NDIS Referrals).

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

Psychological treatment provided using videoconferencing technology has been found to be as effective as a face-to-face appointment for a variety of mental health problems.

How much will I be charged?

Your regular out of pocket fee applies for Telehealth sessions. If you have been financially affected by COVID-19 and are unable to afford your gap, please advise our administration team.

What video conference software does Drop of Life use?

At Drop of Life, we use Zoom. Zoom is a web-based video conferencing tool with a local, desktop client and a mobile app that allows users to meet online.

How does Zoom work?

Contact administration to advise you would like to arrange your appointment to be conducted via Telehealth. You will receive an email from administration, including your invitation link. From there, you can join the meeting at your scheduled appointment time, where your clinician will be waiting online in a private and secure video conference call for you. For more information about how to join a Zoom meeting, head to: https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting

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What equipment do I 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 internet connection.

Make sure your microphone is on and your camera is working. You can test your hardware and software setup at: https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio

I am concerned about security and privacy. What is Coviu's privacy statment?

IZoom has recently improved its privacy and security standards in order to be acceptable for psychological services. For a full copy of Zoom's privacy statement, head to: https://zoom.us/privacy

Im having trouble setting up Zoom. What do I do?

Please read this article: https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Zoom-video-call

If that doesn't work, contact our admin team who will trouble shoot any problems with you.

I am uncomfortable with having my session with Video Conference. What do I do?

We have an intern psychologist that can have a 'practice session' with you through Zoom prior to your session with your psychologist. This is a free of charge 15 min session that we are offering so that you can feel more comfortable with Zoom. Alternatively, you can have your session via Telephone.

If none of these options suit you, please contact our admin team. We will do our best to suit your needs.

If you have any questions, please contact our friendly administration team.

Ph: 07 55 207 705
Email: admin@dropoflife.com.au