

# 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 until September 30th, 2020. Telehealth is able 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 CoviU. CoviU is a video conference software that is designed specifically for clinical purposes.

## How does CoviU work?

It is browser based, so you don't need to install a special application, you just need access to an internet browser. If you are using a desktop, laptop, mac computer or android phone/tablet, you will need access to Google Chrome or a Firefox browser. If you are using an iPhone or iPad, you can use Safari. You will meet your psychologist using a Web Link. Your meeting is sent to you via an invitation email. Simply click on this link and CoviU will open in a Web browser please check your Junk Mail if you have not received your email). You can then identify yourself and wait in a waiting room for our practitioners to join you. You will then be taken to a page which is your Clinician's room. Join this room as a guest. You are directed to take a photo and provide some personal information. This is just to inform the practitioner about who is in the waiting room - none of this information is stored by CoviU or reused anywhere else. If you would prefer not to take a picture of yourself, just lean out of the camera angle and snap. Enter your name and click continue.

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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 or headphones or earphones) and a reliable internet connection. If you don't have the necessary equipment it may be possible to access Telehealth equipment through your local community centre. If you would prefer to have your session with Telephone, you will just need access to a quiet, private space and a telephone.

Also make sure your microphone is on and your camera is working. You can test your hardware and software setup at: <https://tools.coviu.com/precall/>

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

In a recent audit completed by the Australian Psychology Society, Coviu was named as one of the video conferencing platforms that offers the highest possible level of privacy and security currently available. Please note that Coviu is a safe and secure environment. None of the data that is exchanged in a Coviu call is saved anywhere. All of the call, including audio, video and data, is encrypted between you and the practitioner so nobody can listen into the call.

For a full copy of Coviu's privacy policy, head to: <https://www.coviu.com/privacy-policy/>

## 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 Coviu prior to your session with your psychologist. This is a free of charge session that we are offering so that you can feel more comfortable with Coviu. 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.

## Im having trouble setting up Coviu. What do I do?

Please watch this instructional video: [https://www.youtube.com/watch?v=VngQ\\_yyfB54&inf\\_contact\\_key=2f4f831ae2959d883989e6645206ad1d](https://www.youtube.com/watch?v=VngQ_yyfB54&inf_contact_key=2f4f831ae2959d883989e6645206ad1d)

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

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

**Ph: 07 55 207 705**

**Email: [admin@dropoflife.com.au](mailto:admin@dropoflife.com.au)**