



Hornsby Counselling and Psychology

Telehealth Consent Form

Consent for a psychological telehealth service

As part of providing a psychological service to you, *Hornsby Counselling and Psychology* needs to collect and record personal information from you that is relevant to your situation, such as your name, contact information, medical history and other relevant information as part of providing psychological services to you. This collection of personal information will be a necessary part of the psychological assessment and treatment that is conducted.

Disclosure of personal information

Confidentiality is accorded for all personal information and counselling sessions except for the following circumstances, as required by law:

1. it is subpoenaed by a court; or
2. failure to disclose the information would place you or another person at serious risk to life, health or safety; or
3. Medicare consultations- Medicare consultations require written reports to your General Practitioner from your Psychologist. If you have any concerns about this please discuss it at time of consultation.

Provision of a telehealth service

Where appropriate the service may be provided by telephone or videoconferencing. You are responsible for the costs associated with setting up the technology needed so you can access telehealth services. Your psychologist will be responsible for the cost of the call to you and the cost associated with the platform used to conduct telehealth services.

To access telehealth consultations, you will need access to a quiet, private space; and the appropriate device, i.e. smartphone, laptop, iPad, computer, with a camera, microphone and speakers; and a reliable broadband internet connection.

The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used. To support the security of your personal information this practice uses **Coviu** which is compliant with the Australian standards for online security and encryption.

Limitations of telehealth

A telehealth consultation may be subject to limitations such as an unstable network connection which may affect the quality of the psychology session. In addition, there may be some services for which telehealth is not appropriate or effective. Your psychologist will consider and discuss with you the appropriateness of ongoing telehealth sessions.

Fees

The cost of a consultation is payable at the end of the session by direct deposit or credit card. Your psychologist will discuss with you your eligibility for Medicare or other compensable funding.

Cancellation Policy

If you need to cancel or postpone your appointment, please give the psychologist at least 48 hours notice or you will be charged a cancellation fee. The cancellation fee is 100% of the full appointment fee for less than 24 hours (one business day) notice or 50% of the full fee for less than 48 hours (two business days) notice. (Exceptional circumstances include severe and unexpected illness i.e. admissions to hospital).

Concern for your welfare

There may be some circumstances where the psychologist is concerned for your welfare and is unable to contact you. In these instances, we seek permission to make contact with someone you trust who is your emergency contact.

Name: _____

Relationship: _____ Mob: _____

Consent to receive psychological services by telehealth

I, (print your name in Block) _____, have read and understood the information in this Consent Form and have discussed any outstanding questions with the practice/psychologist. I agree to the above conditions for telehealth psychological services to be provided by *Hornsby Counselling and Psychology*.

Client signature Date/...../.....

OR where signature is not possible psychologist's confirmation of verbal consent:

I have discussed the information in this consent form with the client and received verbal consent to proceed with telehealth services.

Psychologist signature

Date/...../.....