

STAYING SAFE & CONNECTED

ARRANGEMENTS UNDER COVID-19 PANDEMIC

All consultations at Mindwise are now available by Telehealth. (“Telehealth” is a term that covers consultations with a health professional by **telephone or video** conferencing.)

For most clients, a mixture of video and audio-only works best. We will work out with you what is best as we go along. After getting used to it, these types of counselling work very well.

Telehealth - Video

You will need:

- **Phone or computer** with **camera** (webcam), **microphone**, and **speakers**.
- An **internet** connection
- If using your **phone**: The **Zoom app**
- A Zoom account is NOT required if you are using a (laptop or desktop) **computer**, and joining Zoom Meetings as a participant. (But don't worry if you find yourself doing that: it is quick, and they have good security/privacy.)
- A **quiet comfortable private space** to take the call. Think about how to arrange this within your circumstances – for example, somebody to be with the kids; letting others know you need to be undisturbed for 50 minutes; closing other apps on your device...)

Before your session, **Mindwise will email you a link** that enables you to join your video consultation (called “Zoom video conferencing” or “a Zoom meeting”). You just click on that link to join the Zoom meeting. If this is your first time using Zoom, do this beforehand, so you can check it works for you (It is pretty straight-forward to download the app or desktop client, and open an account, but you will be less ruffled if you allow some time to do this.)

Fees for Telehealth are the same for you. The only change is that all payments will be by credit card, and will go through automatically ten minutes into the session. (This is to minimise administrative hold-ups to your session.) So if you wish to change the card we are using, you will need to do this promptly at start of session.

Medicare cover will be essentially the same: you are still covered by your current doctor's referral. Note that when it does run out, you can now renew your doctor's referral by Telehealth also. (Call your doctor's rooms to make such an appointment.) If you have a **new referral, please email it** to us beforehand.

In Person consultations

If you prefer to meet in person, this may also be possible. In this case, the following procedures will be observed, and asked of you:

- Everyone who enters the room is asked to wash their hands in the bathroom in our corridor.
- The door into the rooms will be propped open so that you do not need to touch it.
- Bring **warm clothes** so we have the option of opening the windows, allowing the best possible air circulation. Individual room air conditioners mean that if it is too cold for open windows, this is still good.
- Any touch points will be sprayed with sanitiser before and after you attend.
- You will be sitting 2 metres from your practitioner.
- Water is no longer supplied, so bringing your own is a good idea. You may also prefer to bring your own tissues.
- If you have a **new referral, please email it to us beforehand**. This allows us to quarantine the paper version before handling it.