



THE PSYCHOLOGICAL HEALTH CENTRE

Frequently Asked Questions

Can I come to a face to face appointment if I want to?

We are not currently offering face to face appointments at The Psychological Health Centre in order to provide for the safety of our clients, clinicians and admin team. We will continue to review the guidelines and information provided by the relevant authorities and we will be looking forward to returning to face to face sessions as soon as it is deemed safe to do so.

What are the options for telehealth

The Psychological Health Centre is operating Telehealth through an online platform called Zoom. This will offer sessions in a one-on-one video session format. *If you are unable to access the internet, telephone options are also available.*

Can I get a Medicare rebate?

Medicare continues to review and revise their guidelines regarding telehealth and Mental Health Care Plans. At this point in time in order to be eligible for Medicare rebated Telehealth services you must have a current Mental Health Care Plan and referral. If you do not have a current Mental Health Care Plan you can see your GP via telehealth for a review and referral and they can fax the plan directly to The Psychological Health Centre office.

Can I get a health fund rebate for my telehealth session?

Health funds are currently reviewing their processes. You will need to confirm with your health fund whether you can access a rebate for a telehealth session. If you are eligible we will provide you with a receipt for you to claim directly with your health fund.

Will other third party payers pay for my telehealth session?

- a. For clients under NDIS, fees are as usual, telehealth sessions will be covered.
- b. For clients under Victim Services, fees are as usual, telehealth sessions will be covered.
- c. For clients under PCCS, fees are as usual, telehealth sessions will be covered.
- d. For clients with a DVA referral, sessions will be covered.
- e. For clients under work cover or any insurance arrangement, specific approval will need to be sought.

Is the Dialectical Behaviour Therapy skills group going to continue?

If you are currently part of our Dialectical Behaviour Therapy skills group the skills trainers will be in contact with you to organise the telehealth option that we are going to use.

Will the sessions be private and confidential?

The Psychological Health Centre has chosen Zoom Healthcare for our telehealth sessions in order to optimise reliability and privacy. For more details please see <https://zoom.us/docs/doc/Zoom-hipaa.pdf>. Please take care to consider privacy issues in your location. Please be aware that you are **not to record the session** and we also will **not** record.

How can I pay for my session?

You will be able to pay for sessions via our secure automatic payment with a stored credit card or we can provide an invoice for you to pay by internet bank transfer.

How can I book an appointment?

To book an appointment, call or text The Psychological Health Centre Admin on 0481 308 742.

Can I book an appointment even if I have not been a client at The Psychological Health Centre before?

Yes, we are taking new referrals and would be happy to speak with you about what you are looking for and how we might be able to help. Please give our admin team a call on 0481 308 742.

What device can I use for my session?

A computer, phone or tablet can be used as long as it is connected to the internet and able to download the Zoom application. We would suggest having a mobile phone charged and ready in case of any difficulties with internet connection at the time of session.

What should I have ready for my session?

We encourage our clients to think about a telehealth appointment in the same way you think about a face to face appointment in our office:

- Ensure that you have a private, quiet, dedicated place for our meeting
- Make sure that you have all you need available: notes, books, pad, pen, drink and tissues.
- Remove distractions: ensure the TV, radio, and other computer applications are turned off.
- Spend a few minutes to prepare yourself before the appointment, so that you can be relaxed and focused.