

# The Psychological Health Centre

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The Psychological Health Centre (TPHC) is actively and continuously monitoring the COVID-19 Coronavirus outbreak, in line with the local and national authorities, Australian Psychological Society, Australian Occupational Therapy Association and World Health Organisation guidelines.



Due to the current situation, The Psychological Health Centre has decided, in order to ensure the safety of both clients and clinicians, that we will be moving to Telehealth. This is a **completely online platform**. Telehealth services have been recently rolled out by the Government and Medicare rebates for sessions are available. See our FAQ on our website for more information. For clients who do not have a Mental Health Care Plan, The Psychological Health Centre offers Telehealth via private payment.

### ***If you are a current client:***

The Psychological Health Centre is providing Telehealth in order to ensure that you can continue to access your sessions during this time. If you have an upcoming appointment, you will be contacted by our admin team prior to the session who will assist you in the transition to Telehealth.

Sessions will be completed through Telehealth via use of an online service called Zoom Healthcare. We would like to emphasise that Zoom Healthcare is HIPAA compliant <https://zoom.us/docs/doc/Zoom-hipaa.pdf>

### ***If you are a returning or potentially new client:***

Feel free to contact Admin to discuss options available. We will endeavor to respond to all enquiries within 24 hours on business days.

P: 0481 308 742

E: [info@psychologicalhealthcentre.com.au](mailto:info@psychologicalhealthcentre.com.au)

We acknowledge that this is an unprecedented time for everyone. Please continue to look after yourselves and one another. If you have any urgent mental health needs we encourage you to contact the NSW Mental Health Access Line on 1800 011 511.

We will continue to keep you updated as the situation advances. If you have any questions or concerns regarding this transition, please don't hesitate to call the practice.

Kindly,

The Psychological Health Centre

0481 308 742

[info@psychologicalhealthcentre.com.au](mailto:info@psychologicalhealthcentre.com.au)