

**Dr Patricia Melzer
Clinical Psychologist**

**Gap Road Medical Centre
46 Gap Road
Sunbury 3429
Provider No: 2581604T**

**Allied Health Alliance
Shop 10, 15 Goode Street
Gisborne 3437
Prov No:258160DW**

Consent to Engage in Online Treatment

Under the current restrictions designed to increase our ability to control the spread of COVID-19 and in the interests of helping to keep us all safe, services will only be offered through telephone, or online (telehealth) consultations until we can resume face to face contact safely. While a telephone or online consultation will not be quite the same as a face to face consultation, existing research shows that clients find it user friendly, and effective. I am currently using Facetime, Zoom, or normal telephone services for these sessions. The Zoom transmission is encrypted end-end. If you are willing to engage in these services, please see the information below.

Please read this information and sign to indicate your understanding of the following:

Requirement to provide contact details and location

As we will mainly be working together by videoconference, I need to be able to contact support people in your locality should any issues arise. Please provide the names and contact details of at least 2 people known to you before we commence the treatment. Because you may be in varied locations for each of our videoconferences, I will require you to provide your location at the commencement of each session.

Privacy in online communications

The privacy of any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology. I will be using Zoom for telehealth purposes. Total protection against hacking or tapping into the video visit by outsiders including tracking your location cannot be guaranteed. This risk is small, but it does exist.

Please be aware that email communication is not secure and should contain minimal personal information. I tend to use email for administrative purposes such as setting up appointments. Where relevant, invoices and receipts will be emailed as a pdf document attached to an email. Please be aware that you are responsible for any costs incurred in relation to the provision of your own software, hardware and data usage associated with this telehealth service.

Use of therapy session materials

I will not make recordings of our sessions or use material from our sessions for purposes other than delivering a service to you. I will seek your written consent if I wish to use material for other purposes (such as consultation with colleagues). I will ask you to respect my privacy by agreeing not to make recordings of our sessions and not to use materials from our sessions for purposes other than therapy. If you wish to record sessions or use session material for other purposes, you must seek my consent to do so.

Storage of your health records

Electronic records and paper records are kept in secure storage.

I/We can change my mind and stop using telehealth consultations at any time, including in the middle of a video consultation. I/we will still have the right to ask for and receive health care.

I/We understand that in some cases a rebate will not be payable for the appointment This will be clear to me before my appointment.

I/We acknowledge that I/we have read and understood the above conditions and agree to these conditions for any telehealth service provided by Dr Trish Melzer.

NAME Signature

Date

NAME Signature

Date

Telehealth counselling tips

To help optimise your telehealth experience, there are some actions you can take. These include:

Location

Set up your computer/tablet/laptop/telephone in a location where you have privacy and feel secure.

Therapeutic space

Try to have your appointments in the same location each time - this will help move you into therapy mode faster. Choose a seat that is comfortable and have tissues and/or a drink nearby.

Distractions

In your home environment it is easier to be distracted. Limit distractions caused by food, other people, pets and external noise including music. Using earphones may be beneficial. Ideally close doors so others cannot interrupt you.

Please do not undertake therapy in your car or a public place.

Time

Ensure you are ready a few minutes prior to your appointment so you don't feel rushed. Log in to Zoom and allow yourself to consider anything you wish to raise during your appointment.

Concerns

Please raise any issue that is concerning you during the appointment.