

Telehealth Consent Form

Where appropriate, telephone or videoconferencing can be used to provide psychological services. You are responsible for the costs of the technology you use to connect to phone and internet services. To access telehealth consultations, you will need access to a quiet, private space, and an appropriate device. This may include a smartphone, laptop, iPad, or 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 Cliniko, which is compliant with the Australian standards for online security and encryption.

If videoconference is unsuitable, or connection becomes unstable, your psychologist will contact you via telephone and make 1 attempt to re-engage. If contact is unable to be re-established, please call PsychLab on 0413 676 689 and your communication will be returned during business hours as soon as possible.

Initial appointment

Paperwork must be completed two business days prior to your initial appointment. If your intake form is not completed within a reasonable time prior to your appointment, then we may not be able to provide the consultation.

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.

Crisis Services

Your telehealth psychologist is not available outside of booked appointments. If you need to speak with someone outside of hours, Beyond Blue run a 24hr phone line with qualified counsellors (1300 22 4636). For alternatives, you can find services through Medicare Mental Health 1800 595 212 (8:30AM – 5:00PM). If your life is in imminent risk, please call 000

Consent to receive psychological services by telehealth

I have been provided with information about the service including the limitations to privacy and confidentiality. I agreed that in circumstances where the psychologist is concerned about my welfare and is unable to contact me, I give permission to contact nominated emergency contacts from PsychLab or referrer sources.

I have read and understood the information on this Telehealth 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 PsychLab.