mindhealth

Suite 1, Level 3, 20 Wentworth St.
Parramatta NSW 2150

1300 084 200
mindhealth.com.au

Telehealth Consent

Video sessions with your psychologist. This form is in addition to **Informed Consent (Adults)**, or the children and young people form if you are under 18. The limits to confidentiality, fees, record retention and cancellation terms in those forms apply to telehealth sessions in exactly the same way.

THE PLATFORM WE USE

Sessions run on **Zoom, accessed through our practice management system, Zanda**. Your psychologist sends you a password-protected link before your appointment. **There is nothing to install and no account to create.**

Sessions are not recorded. Cloud recording and automatic transcription are switched off for the whole practice. If there were ever a reason to record a session you would be asked first and in writing, and you could say no without it affecting your care.

An AI scribe is a separate question. Some psychologists use software that drafts the clinical note. That is not a recording of your session and it has its own consent form, which you can decline. Ask your psychologist if you are unsure whether one is being used.

WHAT WE CAN AND CANNOT PROMISE ABOUT PRIVACY

We would rather tell you what this platform does and does not do than describe it as simply secure.

- Your session is encrypted while it travels between us, using industry-standard encryption, and the link is password protected.
- **It is not end-to-end encrypted.** Zoom holds the encryption keys and is technically capable of accessing what is said. This is the ordinary standard for video consultations in Australian health practices. It is not the highest standard that exists.
- **Part of your video call may be handled on servers outside Australia.** Zoom is a global provider and we cannot control where a call is routed. Information handled overseas is subject to that country's laws, and Australian regulators have limited reach over it.
- **Your clinical record is separate and stays in Australia.** Zanda holds Australian client data on Australian servers. It is the live video that may travel.

You do not have to accept this. If you would rather no part of your session was handled overseas, tell your psychologist. A telephone session or an appointment at the Parramatta rooms are both available, and neither affects your care or your fee.

WHEN TELEHEALTH MAY NOT BE SUITABLE

Your psychologist will assess whether telehealth suits you, and may recommend in-person sessions instead.

- If you are in a mental health crisis, or at risk of harm to yourself or another person.
- Where a physical assessment or face-to-face contact is clinically necessary.
- If you do not have a private, quiet space.
- Where there are significant technology or connection problems.
- For some complex presentations that need in-person assessment.

WHAT YOU NEED, AND WHAT WE ASK OF YOU

You need: a computer, tablet or smartphone with a camera and microphone; a reliable internet connection of roughly 1.5 Mbps or better; a private, quiet space where you will not be interrupted; and a phone number where we can reach you if the video fails.

We ask that you:

- Are in a private, safe location for the whole session.
- Test your technology beforehand and have a backup contact method ready.
- **Tell your psychologist where you are physically located at the start of each session.** This matters for safety, and it is the one thing we cannot look up.
- Do not drive or operate machinery during a session.
- Use your own secure device and network, and avoid public Wi-Fi.
- Tell your psychologist if anyone else can see or hear the session.

© Copyright Mind Health Associates P/L

IF SOMETHING GOES WRONG DURING A SESSION

At the start of every session your psychologist confirms three things: where you are physically located, a phone number where you can be reached, and the nearest emergency service to you. If a crisis occurs, your psychologist may contact emergency services to your location.

If the connection fails, your psychologist will try your backup number. Where a meaningful part of the session has been lost, **no cancellation fee applies** and the session is rescheduled or the remaining time is credited to your next session. Where the session is substantially complete, it is charged as normal. That judgement is made in your favour. If you disagree with how a session was charged, raise it with the Practice Director.

WHERE YOU ARE LOCATED

This consent covers sessions while you are physically in New South Wales. If you will be in another State or Territory, or outside Australia, **tell your psychologist before the session.** Emergency-services routing, Medicare eligibility and your psychologist's registration all depend on where you are, and some sessions cannot lawfully proceed from overseas.

YOUR DETAILS

CLIENT NAME

DATE OF BIRTH

USUAL PHYSICAL LOCATION DURING SESSIONS

SUBURB AND STATE

BACKUP PHONE NUMBER

EMAIL

EMERGENCY CONTACT NAME

RELATIONSHIP

EMERGENCY CONTACT PHONE

PSYCHOLOGIST

DATE

WHAT YOU ARE AGREEING TO

Tick each box you agree with. You can decline any of these and still receive care.

- ☐ I have read and understood the conditions for telehealth sessions, and the benefits and the limitations.
- ☐ I have access to the technology I need and to a suitable private space.
- ☐ I will tell my psychologist my location and a backup contact number at each session.
- ☐ I understand my psychologist may recommend in-person sessions instead.
- ☐ I understand that the limits to confidentiality, fees, record retention and cancellation terms in the Informed Consent form apply to telehealth sessions too.
- ☐ **I understand the session is encrypted in transit but not end-to-end, and that Zoom is technically capable of accessing what is said.**
- ☐ **I consent to my session being delivered this way, having been told that part of the video call may be handled on servers outside Australia.**
- ☐ I consent to receiving psychology sessions by telehealth from Mind Health Associates.

You may withdraw this consent at any time. Tell your psychologist, or write to the Practice Director at info@mindhealth.com.au or on 1300 084 200. Withdrawal takes effect from the time we receive it and does not undo anything already done under the consent. **Withdrawing consent for telehealth does not end your treatment** and you may ask for in-person sessions instead.

Client

PRINTED NAME | SIGNATURE | DATE

Parent, guardian or substitute decision-maker, if applicable

PRINTED NAME | SIGNATURE | DATE

Psychologist or witness

PRINTED NAME | SIGNATURE | DATE

© Copyright Mind Health Associates P/L

IF SOMETHING GOES WRONG, TELL US

We would rather hear about a problem than not. Please speak with your psychologist directly, or contact our Practice Manager on **1300 084 200** or at **info@mindhealth.com.au**.

Raising a concern will not affect your care. Your appointments, your psychologist and your fees stay as they are.

You can also go to any of these at any time. You do not need to raise it with us first, and you do not need our agreement.

- **Health Care Complaints Commission (NSW)**: 1800 043 159 (toll free in NSW) or (02) 9219 7444 · hccc.nsw.gov.au
- **Psychology Council of New South Wales**: 1300 197 177 · hpca.nsw.gov.au
- **NDIS Quality and Safeguards Commission** (NDIS-funded clients only): 1800 035 544 · ndiscommission.gov.au
- **Office of the Australian Information Commissioner**, for privacy and records: 1300 363 992 · oaic.gov.au
- **Information and Privacy Commission NSW**, for NSW health privacy: 1800 472 679 · ipc.nsw.gov.au

If you would prefer to speak in a language other than English, call the **Translating and Interpreting Service on 131 450** and ask them to connect you. Where you are more comfortable in another language we arrange an interpreter and we pay for it. Our full process is in our Complaints Management Policy, available on request.

IF YOU NEED HELP URGENTLY

We do not provide an after-hours emergency service, and this form is not monitored. If you or someone else is in immediate danger, call **000**.

- **Emergency services** 000
- **Lifeline** 13 11 14, 24 hours
- **Suicide Call Back Service** 1300 659 467, 24 hours
- **NSW Mental Health Line** 1800 011 511, 24 hours
- **Beyond Blue** 1300 22 4636, 24 hours
- **Kids Helpline** 1800 55 1800, 24 hours, ages 5 to 25
- **13YARN** 13 92 76, 24 hours, Aboriginal and Torres Strait Islander

The rules we work to. The Code of conduct for psychologists issued by the Psychology Board of Australia, the Australian Privacy Principles under the Privacy Act 1988 (Cth), and the Health Privacy Principles under the Health Records and Information Privacy Act 2002 (NSW). Privacy policy: mindhealth.com.au/privacy-policy

© Copyright Mind Health Associates P/L