

Dear Spectrum House clients,

As the global Coronavirus (COVID-19) situation develops, we are continuing to place the wellbeing and safety of our Spectrum House clients and our team at the forefront of everything we do.

We have been closely monitoring and implementing the latest advice from the World Health Organisation and the Australian Government and will continue to do so to ensure our psychological intervention continues with minimal disruption to our current process.

As we navigate through the unprecedented situation, we will remain connected with you all to support and outline the current measures we are taking to ensure the health and well being of our valued clients and team which is paramount to our Mental Health.

Therefore, during the times when either clients or your psychologist is unable to attend a face to face session, Telehealth offers a great alternative.

Telehealth can be either via phone or Videolink. Spectrum House will be using the platform of 'ZOOM' which meets the strict confidentiality requirements for psychology.

### **Why use it?**

As a form of continuity, we highly recommend that you do not postpone your future appointments unless absolutely necessary as this will disrupt the current progress we are making. In addition to this, you may find that appointments may not be easily accessible down the track should there be a high demand.

### **Next steps to using telehealth**

By phone:

1. Consent form needs to be signed and emailed to [info@spectrumhouse.net](mailto:info@spectrumhouse.net) or [ringwood@spectrumhouse.net](mailto:ringwood@spectrumhouse.net) (depending if visiting Kew or Ringwood) prior to consultation
2. At the time of your consultation, your psychologist will call the mobile number listed in you file. To avoid delays, please ensure these details are up to date or email us your preferred contact number prior to consultation.

By videolink:

1. Complete consent form and email to [info@spectrumhouse.net](mailto:info@spectrumhouse.net) or [ringwood@spectrumhouse.net](mailto:ringwood@spectrumhouse.net) before session as cannot commence without it. Please note you only need to do this once and not for all subsequent sessions.
2. Download ZOOM from your nominated device. Please note you don't have to pay for a subscription, instead, simply create an account.
3. Prior to your consultation, you will be sent an email which includes a link to the chat. Please click on this link to commence the session.
4. At the end of session, homework, notes, letters will be emailed or posted to you as per your request.

Claiming:

1. NDIS claimants – no change to usual claiming methods
2. Private Health claimants – please check with your current provider if they accept Telehealth
3. Medicare claimants – At this stage the COVID-19 item number only allows for Bulk Billing. As we are a Private Practice unfortunately this is not a viable option, therefore in order for us to continue to support our community, the usual fees will apply without Medicare rebates. Please note the majority of our clients use more than the 10 Mental Health Care Plan sessions in a year and you will be able to use these to claim Medicare rebates once the current restrictions are lifted.

Payment:

1. Prior to the session our reception will call you to ensure you are set up and are ready for the session and to take payment via credit card over the phone.
2. All records of credit card details will be destroyed immediately after the transaction is made.
3. Receipt of payment will be emailed to you.

Spectrum House appreciates your understanding and will strive to meet your needs, and support you in this unprecedented time.

In the meantime, we welcome questions to assist you to move to this new model of our support.

We value your mental health and hope this transition is as seamless as possible. Hang in there!

Regards,

The Spectrum House team.