



Peninsula Assessment & Therapy Services

1321 Nepean Highway, Mount Eliza

23 March 2020

We are currently trying to clarify what the current response to managing the Corona virus (covid-19) means for PATHS:

We are looking at each client on a case by case basis to determine how to offer services or alternatives such as Telehealth where appropriate. Currently the clinic is still open with the following arrangements in place:

- Staggered appointment times so that clients don't arrive at the same time.
- Stay in your car until the appointment time and wait in the car while your child is seen. There is no need for you to enter the clinic (exceptions may apply for very young children).
- Do not bring siblings or other family members to the clinic.
- Payment will be by bank transfer preferably Osko or equivalent (immediate payment); receipts or Medicare claim receipts will be emailed to you.
- Toilet facilities will NOT be available at the clinic.
- All clients (children or adults) will use provided hand sanitiser on entry to clinic.

Telehealth or video/web conferencing may be an option for some families but the following should be noted:

- Medicare rebates will NOT cover Telehealth sessions. While there are Medicare rebates available for selected at risk clients or where the clinician has to isolate, these do not apply to our current clients.
- Your private health fund may or may not cover Telehealth and you will need to contact your fund for clarification prior to participating in Telehealth.
- Telehealth appears to be possible under NDIS.
- For Telehealth services you will need to have access to a computer/iPad with sound and camera capabilities. For tablets/iPads, you will need to download the free Zoom app which has an appropriate level of security to meet privacy legislation requirements, but you do not need to open an account.
- You will need to be mindful of the privacy of your location for you and/or your child. The room needs to be free from possible distractions, interferences or disruptions (including other family members) and have good lighting.
- We will need to obtain consent from you before proceeding with Telehealth services.