



Peninsula Assessment & Therapy Services

1321 Nepean Highway, Mount Eliza

TELEHEALTH SERVICES

In response to the need for alternative service provision due to the coronavirus (covid-19), we are now offering Telehealth consultations for selected services and/or clients.

We use a video platform **Coviu** to deliver our Telehealth services. It is browser based (Chrome, Firefox or Safari work best) so you don't need to install anything. You simply click on the link emailed to you prior to the session. Unfortunately Zoom does not have the level of security required to meet legislation requirements for privacy of health information.

You 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.
- 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 the Telehealth services.
- undertake not to record Telehealth sessions.

We undertake -

- to conduct Telehealth sessions in a private and confidential setting, using a reliable internet connection but we cannot guarantee uninterrupted sessions.
- not to record Telehealth sessions, unless discussed prior and consented to by you for a specific purpose.
- to send you via email a meeting invitation link prior to the Telehealth session. We will make two attempts to connect with you; if unable to reach you we will cancel and/or reschedule the session.

Please note that currently -

- Medicate rebates are now applicable to Telehealth sessions/
- 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 is an appropriate means of service provision under NDIS.

Telehealth for Children -

Parents can and often will need to be involved in Telehealth sessions depending on the age of your child. This is flexible evolving process – sessions may need to be shorter, with you or without you and we will be continuing to develop ways of working together.