

Telehealth for psychology

The Psychologists Richmond provides consultations via Telehealth. Telehealth refers to either video-conference or phone consultation between you and your therapist. Your psychologist will discuss which secure platform will work best for you (e.g. CoviU, Zoom, Skype, FaceTime, etc.) at the time of booking your appointment.

If you have a Mental Health Care Plan or private health insurance you may be eligible for a rebate.

Whilst a telehealth therapy session can be just as personal as a face-to-face session, there are some things you need to consider leading up to your appointment.

Tips for preparing for your telehealth session so that you can feel safe, comfortable and get the most out of your therapy, are:

- Find a space that is private and quiet where you will not be disturbed. Even better, try to arrange your session for a time when you will be alone, either at home or at work. As a last resort some people find having their session sitting in their stationary car an option.
- Remove any distractions from the room, and remember to put your phone on silent.
- Think about what you will need to feel comfortable, yet alert and attentive, such as a glass of water or a cup of tea, tissues, a cushion or rug for your chair. Whatever you might need, make sure it is in place before your appointment time. It is preferable not to eat during your session.

- Make sure that you have access to appropriate technology, ideally a laptop, tablet or desktop computer. It is a good idea to check your internet connection prior to your appointment. Position the camera appropriately so that the psychologist can see you clearly on screen and check that your microphone is working.
- You may find headphones useful for improving the quality of the audio, especially if there is distracting noise in your environment that you can't do anything about.

If you have any technical problems at the time of your telehealth session, please text or email your psychologist. If the connection is not workable or fails, your psychologist will contact you by phone.