

Victoria University Psychology Clinic (VUPC)

Consent to engage in online psychology services with our psychology clinic

During the current period of altered services at Victoria University Psychology Clinic (VUPC), Provisional Psychologists will be conducting sessions via video or telephone where required. The system used to contact you is a secure platform and this means that no third party will be able to record, listen in to, or access your session or information that you give during your on-line session. No information is saved to the provider's site but, as per usual VUPC protocols, students will record the session with you for their training and supervision purposes.

In addition to the consent to treatment already signed, I understand the following:

- ◆ A Telehealth consultation may feel different from a face-to-face service, which may slightly affect the psychologist's ability to respond according to your expectations. The capacity for crisis intervention may also be diminished.
- ◆ There could be some technical problems that affect the Telehealth consultation. Unstable internet connections and other factors outside of your or our control may mean that the session terminates unexpectedly or that the quality is not adequate. In cases where the session terminates prematurely or the communication quality is very poor, your Provisional Psychologist will contact you by telephone to resume the session or to make other arrangements.

- ◆ VUPC uses systems that currently exceed recommended Australian standards to protect the privacy and security of the video consultations. However, the service cannot guarantee total protection against hacking or tapping into the video visit by outsiders, including tracking your location. This risk is small, but it does exist.
- ◆ Your usual right to confidentiality and privacy remain during Telehealth sessions, just as when you see your Provisional Psychologist face to face. The psychologist may take notes and write down details of the session with you, as in normal treatment process. Sessions via video and telephone will be recorded for training purposes, as they are when sessions are conducted at VUPC face-to-face.

This is a requirement for all clients receiving psychological treatment at VUPC.

If the Telehealth consultation does not achieve what you reasonably expect from treatment, then you may choose not to continue to use this form of service.

You may exercise your right to stop using Telehealth consultations at any time, including in the middle of a video consultation. You will still have the right to ask for and receive mental health care and your psychologist will be able to advise you of your options.

I acknowledge that I have read and understood the above conditions and agree to these conditions for any Telehealth service provided by the Provisional Psychologist at VUPC.

Client Name:

Date:

Signature:

Telehealth counselling tips

Telehealth consultations can sometimes feel less safe or less engaging than face-to-face consultations. To help optimise your telehealth experience, there are some actions you can take. These include:

Location

Set up your computer/tablet/laptop/telephone in a location where you have privacy and feel secure.

Therapeutic space

Try to have your appointments in the same space/location each time – this will help you feel ready for your sessions and give a sense of consistency over time, which clients generally find reassuring. Choose a seat that is comfortable and have tissues nearby.

You may wish to have a glass of water or a hot drink already prepared.

Distractions

In your home environment it is easier to be distracted. Limit distractions caused by food, other people, pets and external noise, including music. Using earphones may be beneficial. Ideally close doors so others cannot interrupt you.

Please do not undertake therapy in your car or a public place, where you may not have the necessary privacy.

Time

Ensure you are ready a few minutes prior to your appointment so you don't feel rushed. Log in to the virtual waiting room and, while there, think about anything you wish to raise during your appointment.

Concerns

Please raise any concerns you may have during the appointment. This may be about what is being discussed but may also be related to the technology, the audio or visual quality, any discomfort (physical or emotional), or anything else that is disturbing you.

We endeavour to create and foster a healthy working relationship with you as a client of our service. However, aggressive or abusive speech or behaviour towards staff, students, other clients or carers will not be tolerated. Generally offensive or objectionable behaviour will lead to a request for the behaviour to cease. If this request should be disregarded, you will be asked to leave the clinic. The Clinic reserves the right to refuse further treatment to any individual who has previously exhibited aggressive or abusive behaviours towards staff, students, other clients, carers or members of the public.