

COVID-19 + Appointments at Think

1. Will sessions take place in person?

From Monday 29th of June 2020 we will be resuming face to face consultations. Please check your Appointment Schedule for the location of your session.

2. If I want to resume face to face consultations, what do I need to do?

Nothing. Just arrive for any appointments you already have scheduled from (and including) Monday 29th June and we will meet you in reception as normal.

3. What will happen if my clinician is unwell?

If your clinician develops mild cold and flu type symptoms, you'll be contacted and offered an online consultation instead of a face to face appointment. Once your clinician has received a negative result for a COVID-19 test, you'll again be offered the option of face to face consultations.

4. Will face to face consultations be different in any way in light of COVID-19?

There's a few things we'll be doing differently to be COVID-safe. First, when you arrive for your appointment, we'll greet you without shaking hands - please don't be offended by this - and we'll ask you to sanitise your hands as you enter our rooms.

As a preventative measure, we'll also continue to process payments for sessions without cards (as we have been while we've been online) so you don't have touch the eftpos terminals to enter your pin.

Lastly, our rooms will be set up to facilitate social distancing, though in most cases this is our usual room setup so things won't look all that different.

5. Can I continue with phone/online consultations?

The special COVID-19 Medicare item numbers that have allowed us to offer rebates for online consultations will at this stage still be available until September, so if you're more comfortable continuing with online consultations for the time being, you're very welcome to do so. Just contact us ahead of your appointments to let us know so we can change your booking and provide you with the details you'll need for your online appointments. Your clinician will then meet you in their online consulting room for your appointment (or call you if having a phone consultation).



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You have the option of having consultations via:

- Phone
- Skype - using the private conversation feature so that calls are encrypted and secure - a good option if you already use Skype
- CoviU - a platform specifically designed for online consultations with health professionals.
- Zoom - some of our clinicians are also using Zoom for online consultations

6. Can I access Medicare rebates for phone/online consultations?

If you have a current Mental Health Care Plan or Eating Disorder Treatment Plan, you can access your usual rebate for telehealth sessions had on or after Monday the 6th of April 2020 - usual session fees and out of pocket expenses apply.

Please feel free to contact us on 02 8969 6886 with any additional questions. We're happy to chat through any concerns you have about appointments. Our priority is to continue to support our clients and keep everyone safe as we transition back to face to face consultations.



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