

COVID-19 + Appointments at Think

1. Will sessions take place in person?

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

2. 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.

3. Will my session be COVID-safe?

We are committed to keeping sessions COVID-safe:

- We may greet you without shaking hands - please don't be offended by this
- We may ask you to sanitise your hands as you enter our rooms
- Our rooms are set up to facilitate social distancing
- Our rooms are regularly cleaned

4. Can I have phone/online consultations?

If you're more comfortable with online consultations 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 phone or online appointments. Your clinician will then meet you in their online consulting room for your appointment (or call you if having a phone consultation).

Depending on the clinician you are seeing, you have the option of having consultations via:

- CoviU - a platform specifically designed for online consultations with health professionals
- Zoom
- Skype
- Phone

5. 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 - 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.

