

COVID-19 + Appointments at Think

1. Will sessions take place in person?

From Monday 1st November 2021 we are resuming face to face consultations. Please check your Appointment Schedule for the location of your session. In line with public health orders, and to manage work health and safety risks, face-to-face appointments will only be available for individuals who are fully vaccinated. Please send proof of vaccination for all attendees who are 16 years and older to admin@thinkclinicalpsychologists.com.au

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. What should I do if I feel unwell?

If you're feeling unwell in any way, we ask that you please do not attend your appointment in person and contact us to organise an online consultation instead. Even if you don't have COVID, if you attend your session unwell and it affects the health of your clinician, your clinician will need to take time off work to have a COVID test, and they'll also need to remain home until they receive a negative result, which may disrupt the appointments of other clients.

4. Will my session be COVID-safe?

We are committed to keeping sessions COVID-safe:

- You will need to check in using the QR code at the entry to the building
- 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

5. Can I have phone/online consultations?

If you're more comfortable with online consultations you're very welcome to do so – please let us know your preference. Your clinician will 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
- Phone

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 - 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.

