

Sunshine Psychology Guidelines for Telehealth

Thanks for choosing Sunshine Psychology for your assessment. We look forward to meeting you soon. Please see below useful information about telehealth services. The information has been taken from the Department of Health Factsheet about Telehealth.

1. By booking an assessment you consent to using telehealth.
2. The telehealth service is based in Perth Western Australia.
3. You will be sent an encrypted and private Zoom link.
4. No one else will be able to access the session without your consent. No one can 'break in' to your session. Only the people you want present will be there. The security settings are set for complete privacy.
5. We will collect some information at the time of booking, such as your email address and phone number.
6. You will have seen our privacy policy in the intake form.
7. We follow the Data Breach Action Plan from the Office of the Australian Information Commissioner. You can find it here:
<https://www.oaic.gov.au/privacy/guidance-and-advice/data-breach-action-plan-for-health-service-providers>

Things for you to consider with telehealth.

1. Find a place that is private for your appointment e.g. A cafe is not a suitable place because it is not private and will be quite noisy.
2. Find a quiet place - not in a shopping centre or cafe as mentioned above.
3. If you have other children, it would be a good idea to have the appointment when they are at school or daycare, to enable you to concentrate.
4. Have a reliable internet connection. If we run into problems we can use the phone.

If you have any further questions or concerns please let us know.