

Grounding Bear Psychology

This document provides information about receiving psychological services via Telehealth at Grounding Bear Psychology. It explains how Telehealth appointments are provided, including the benefits, limitations, privacy considerations, and your responsibilities when participating in Telehealth services.

By choosing to participate in Telehealth, you acknowledge that you have read and understood this information and consent to receiving psychological services through this format.

1. What is Telehealth?

Telehealth involves providing psychological services remotely using secure communication technology, such as video or telephone appointments.

Grounding Bear Psychology currently provides psychological services via Telehealth. Telehealth allows access to psychological care without the need to attend appointments in person and may provide greater flexibility and accessibility.

2. How Telehealth appointments work

Telehealth appointments are provided using secure communication technology.

Where possible, sessions will occur via secure video appointment. Grounding Bear Psychology currently uses Healthdirect Video Call for video-based Telehealth appointments. You will receive instructions on how to access your appointment prior to your scheduled session.

If video is unavailable or technical difficulties occur, sessions may continue by telephone where clinically appropriate.

Appointments are scheduled in advance through the Halaxy booking system. Session reminders and appointment information will be provided through the usual communication pathways.

3. Benefits of Telehealth

Telehealth may provide benefits including:

- Increased access to psychological support
- Reduced travel requirements
- Greater flexibility in attending appointments
- The ability to participate in therapy from a familiar environment

4. Limitations of Telehealth

While Telehealth can be an effective way to access psychological care, it also has some limitations.

These may include:

- Technical difficulties or interruptions affecting the quality or continuation of sessions
- Reduced ability to observe some non-verbal communication compared with in-person appointments
- Privacy limitations depending on your physical environment
- The need for reliable access to appropriate technology and internet or phone services

Reasonable steps will be taken to support a safe and effective therapeutic process; however, absolute privacy and uninterrupted access cannot be guaranteed.

5. Your Privacy and Confidentiality

Grounding Bear Psychology takes reasonable steps to protect your privacy and confidentiality during Telehealth appointments.

You are encouraged to attend sessions from a private and safe location where possible.

Please consider:

- Choosing a private space where you feel comfortable discussing personal information
- Using headphones where appropriate
- Ensuring others cannot overhear confidential discussions
- Avoiding participation in sessions while driving or engaging in activities that may compromise your safety or privacy

Information regarding the collection, storage and management of your personal information is outlined in the Grounding Bear Psychology Privacy Policy.

6. Client Responsibilities

To support a safe and effective Telehealth appointment, you agree to:

- Participate from a safe and appropriate location
- Ensure you have access to a suitable device and communication connection
- Notify Grounding Bear Psychology if you are unable to participate safely or privately
- Avoid recording sessions without prior discussion and explicit consent

7. Location and Emergency Support

At the beginning of a Telehealth session, you may be asked to confirm your current location and an emergency contact person.

This information helps ensure that appropriate support can be arranged if significant safety concerns arise during a session.

Grounding Bear Psychology does not provide emergency or crisis services.

If you are experiencing an immediate safety concern or require urgent support, please contact:

- Emergency Services: 000
 - Your local hospital emergency department
 - An appropriate crisis support service
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8. Technical Difficulties

If technical difficulties occur during a session, reasonable attempts will be made to continue the appointment.

Depending on the circumstances, this may involve:

- Continuing by telephone
- Troubleshooting the technical issue
- Rescheduling the appointment where appropriate

Where possible, options will be discussed with you to support continuity of care.

9. Consent to Telehealth Services

By engaging in Telehealth appointments with Grounding Bear Psychology, you acknowledge that:

- You understand the nature of Telehealth psychological services
- You understand the potential benefits and limitations of Telehealth
- You have had the opportunity to ask questions or discuss any concerns
- You consent to receiving psychological services via Telehealth

You may discuss any concerns about Telehealth or request further information at any stage of your therapeutic care.

Grounding Bear Psychology

Providing thoughtful, evidence-based psychological care through secure Telehealth services.