



## **Dr Carl Dreher Clinical Psychologist**

### ***Practice Information for Clients during the COVID-19 Pandemic***

#### ***Welcome and Inspiration***

I enjoy supporting you on your journey. I invite you to connect with what inspires you to live the life you find fulfilling. Fulfilling growth requires practice over time. You get out of this endeavour what you put into it. To achieve your goals, you will need to take an active role and be doing most of the work. Please be prepared to engage in daily practices and commit to regular sessions. I encourage you to choose a time when you can attend regularly. If not, we can discuss pausing until you can.

It is important to find a service that is a good enough fit for your needs. We can often determine this in the first 3-4 sessions. Though it can also change over time. We review progress regularly. If there is not a good enough fit, per good practice we will discuss concluding and other services to consider.

#### ***Areas I Do Not Work With***

My practice is likely not a good fit for people who present with the following conditions or circumstances. PTSD, complex (childhood & relational) trauma, psychosis, schizophrenia, bipolar affective disorder, personality disorders, drug and alcohol use disorders, family domestic violence, intellectual disability, and suicidal or self-harming behaviours. If you have any current or possible legal, compensation, or insurance claims or cases, then please note the following. I suggest you consider consulting a psychologist with training and experience in these areas, as they will be a better fit for your needs. I do not provide assessment or report writing services for court, compensation cases, insurance cases, or other legal matters. If any of the above apply, please let me know so we can discuss what may be a good fit for your needs. You can also see the resources tab of my website to find other services, including consulting your GP.

#### ***Consultations***

##### ***Days and Times***

***In Hours:*** 12:30-4:30pm weekdays (Thursday to Friday; Wednesdays are available on occasion).  
***Out of Hours:*** Weekdays 4:30-6:45pm, Saturdays (10:45am-5pm), and public holidays.  
***In Person:*** I consult in person on Fridays and Saturdays.  
***Telehealth:*** I consult by video (telehealth) on Thursdays (Wednesdays are available on occasion).

##### ***In Person Location***

***Location:*** On Anzac, 58 Anzac Rd, Mount Hawthorn, Western Australia 6016.  
Entry and free parking are at the rear of the building. Directions are pictured [here](#).  
When driving, please use Oxford St via the laneway next to Aubrey Rose Bridal.  
***Parents:*** Please stay with or nearby your child or adolescent who is being seen. Thank you.

##### ***Telehealth Location***

***Location:*** <https://drcarl Dreher.coviu.com/join> from your computer, tablet, or smartphone.  
***Required:*** A private place without interruption and with good internet and phone reception.  
See the Telehealth Requirements section below for instructions and guidelines.  
***Punctuality:*** To test the connection, please arrive five minutes before your session.

#### ***Session Fees***

I am informed by the Australian Psychological Society (APS) recommended fees, reviewed as required.  
***Fees:***

- \$290 for 46-60 minutes. \$356 for 61-75 minutes. \$420 for 76-90 minutes.

##### ***Out of Hours:***

- An out-of-hours fee of \$35 applies on Saturdays, public holidays, and from 4:30pm weekdays.

##### ***Appointment Duration:***

- Appointments are 60 minutes (5-10 min admin; 50 min consult), with longer durations per the above fees. I know concerns and interests can have momentum. However, continuing past the booked duration disadvantages others. Therefore, if you continue past the booked duration once I have called time, a higher fee may be charged (e.g., the 61-75 min rate).

### *Administration:*

- I attend to administration (referrals, forms, payment, rebates, & bookings) briefly at the start.
- To reduce admin time, please review your bookings on Halaxy's portal before the appointment, and please ensure your card has sufficient funds. All fees are due during the appointment.
- Please send your referral and complete your online consent forms at least one week before your appointment. We cannot start without these. Without a valid referral no rebate will apply.

### *Payment:*

- I use Halaxy online secure payments (Braintree by PayPal) to provide contactless payment.
- Please include your credit/debit card details in the online forms, or [here](#) for PDF forms.
- Halaxy's online secure payments use Braintree by PayPal. Their T&Cs are [here](#) (see "Part A - Patient payment terms"). Your credit/debit card details are required for payment and further bookings. Medicare requires your bank details to deposit your rebates.

### *Session Rebates*

#### *Private Health*

Many private health insurers have extended their existing psychology coverage to include telehealth during the pandemic, as described [here](#). Please check your coverage with your provider. To claim, you can take your paid invoice directly to your insurer. Private health rebates and Medicare rebates cannot be claimed for the same appointment.

#### *Medicare*

A valid referral under a Mental Health Treatment/Care Plan or an Eating Disorder Plan gives you a Medicare rebate of \$137.05 for Clinical Psychology sessions of 50+ minutes, including telehealth. Halaxy online claiming is available for your convenience in processing Medicare rebates by completing the online authority form. For co-payment Medicare items, you need to pay the full fee before you receive your rebate. Please see a summary for GPs on Medicare's referral requirements [here](#).

### *COVID Safe Plan for In-person Appointments*

My practice is a good fit for people who have the flexibility to attend by video and in person.

We all have people in our networks whose health is at greater risk due to COVID-19. In living with COVID-19 in community transmission in WA, we each have a responsibility to make the right decisions for our own health/wellbeing, while considering the health/wellbeing of our loved ones and the community, especially those who are at greater risk due to COVID-19 (see below).

I want you to have the option of in-person appointments as much as possible. So my COVID Safe Plan aims to reduce COVID-19 exposure risk in the practice, which can otherwise stop in-person sessions. My COVID Safe Plan considers your health risks regarding COVID-19, behavioural approaches, and telehealth (video/phone). These apply to anyone attending the building with you, including family and support people. As an ethical responsibility, I support people to make effective decisions for their health and wellbeing. If for any reason you do not wish to wear a mask in person when government mandates apply, you are unvaccinated, or have a known circumstance that places your health (or someone you have close contact with) at greater risk from COVID-19, then we can discuss what options might be safe and appropriate (e.g., telehealth, or if telehealth is not suitable for your circumstances, other services & consulting your GP).

#### *Your health risks regarding COVID-19.*

Medical and health authorities advise us that certain factors relate to increased risk of developing COVID-19 and/or worse health outcomes related to COVID-19. To inform our discussion of what medium might best suit your needs (e.g., telehealth rather than in person), please advise me of:

- whether or not you have received a COVID-19 vaccine (including brands and dates administered; please provide updates as you receive new doses), and
- if you have a known circumstance that places your health (or that of someone you have close contact with) at greater risk from COVID-19 (e.g., being unvaccinated, over 70, currently/recently pregnant, immunocompromised, smoking, or have certain health conditions or other risk factors, please consult your GP and also see [here](#)).
- All psychologists in WA seeing people in person are required to have received the required COVID-19 vaccinations, and I maintain the required COVID vaccination status.

### *Behavioural approaches.*

Behavioural approaches used include wearing masks, ventilation, physical distancing, contact hygiene, and cleaning/disinfecting. Masks are optional for clients when government mandates do not apply. In the interest of COVID safety, I may at times wear a mask when consulting in person.

Ventilation: a HEPA air filter runs continuously; where possible, external air will flow via ducted air-conditioning from open doors and windows.

Masks: when government mask mandates apply, please wear a fresh, dry, well-fitted mask at all times when in the building; fresh disposable surgical masks are available if needed, though please wear a mask before entering the building (re effective mask use, see [1](#) & [2](#)).

Physical distancing: please remain 1.5m apart, including no physical contact with non-family; please enter the waiting room through the back door at your appointment time, not before; please do not bring family into the waiting room who will not be attending the appointment (e.g., siblings).

Contact hygiene: please bring your own bottled water if you wish to drink; please use the alcohol-based hand disinfectant dispensers provided as necessary; please use digital documents where possible; you can send files to me using the secure file sharing instructions available [here](#).

Cleaning/disinfecting: where possible I am disinfecting or cleaning surfaces regularly.

### *Telehealth.*

My practice offers in-person appointments where possible, and telehealth (video) appointments when required for health and safety (e.g., during periods of high community transmission of COVID-19, or COVID-19 events relating to staff, clients, and people they live with or have had close contact with). Please book appointment times that can work if a telehealth conversion is needed.

With COVID-19 in community transmission, it is likely that at times you or I will be physically well but unable to attend in person because you, I, or someone we have had close contact with have a COVID-19 event, which is when you, I, or someone we have had close contact with:

- is required to lockdown, quarantine, or isolate (including awaiting a COVID test result);
- have been in contact with a COVID-positive case in the 14 days prior to your appointment;
- have cold/flu/COVID-19 symptoms, even mild, in the 14 days prior to your appointment;
- another circumstance in the 14 days prior to your appointment that elevates your risk of developing or transmitting COVID-19 (e.g., returning from travel);
- please call with any queries, and we can discuss the best approach in each circumstance.

If one of the above COVID-19 events applies, please ask that we convert to telehealth. Or please cancel if you are too sick to attend, giving as much notice as possible so others in need have more opportunity to book. During a COVID-19 event please do not attend the building until you are cleared to do so (e.g., by medical advice or government authorities, as relevant). If a telehealth session conversion is required, I will send you a revised Halaxy reminder (by SMS or email) for a video appointment; please SMS me on 0421 775 909 if you would prefer phone instead; please see the telehealth guide section below.

Psychological services are in sustained high demand in the pandemic. I therefore offer priority to clients with the flexibility to do telehealth where needed (e.g., during COVID-19 events). This helps maintain your continuity of service, and considers other people in need who are waiting for services. As an ethical responsibility, I support people in finding a service that is a good enough fit for their needs. Please discuss with me if for any reason attending reliably by telehealth when needed is not suitable for your circumstances, and we can discuss other services and you can consult your GP.

### *Informed decision making and consent.*

I work in a building shared by a small group of psychologists who run their own practices. We coordinate our COVID Safe Plans as best we can. However, they are responsible for implementing their own policies. As with any public space, there is a risk of COVID-19 transmission, so attending in person is an informed choice you make based on this information sheet, our discussion, and your consent form. If you are concerned about the risk of COVID-19 by attending in person, please advise me before you attend in person, and we can use telehealth if appropriate or discuss other services.

*Booking ahead, availabilities, pausing, and beginning.*

Booking ahead: Current clients can book four working weeks ahead, either in session or online [here](#), and can manage their appointments and information on the Halaxy portal (a guide is [here](#)). I also email all current clients once a week when the fourth week ahead becomes available to book online.

Availabilities: When appointments become available within the four weeks ahead (e.g., from cancelations), I email (or occasionally, SMS) all current clients with a link to book online.

Pausing: If you have not attended an appointment in some time, I will close your file and update your GP if they referred you. I then look forward to you contacting me when the time is right to continue our work together.

### *Cancellation Policy*

It is your responsibility to remember your appointments. Two automated courtesy appointment reminders will be sent, with a request for you to confirm, convert to telehealth, or cancel. These are an email 5 days before your appointment, and an SMS 3 days (72 hours) before. If you do not confirm your appointment by 48 hours (2 days before), it *may* be offered to someone else in need. If you do not confirm, and I have not advised you someone else has booked it, then your booking still applies.

If you need to cancel or reschedule your appointment, please text me on 0421 775 909 (at any time of day). Please give as much notice as possible, so others in need have more opportunity to book. Cancellations that are not received attract a missed appointment fee; if unsure, please call to confirm.

To avoid a late cancellation or missed appointment fee, please give 8 or more days' notice when cancelling/rescheduling. Informed by the Australian Psychological Society (APS) recommended cancellation policy, the following late fee applies when cancelling/rescheduling with: 0 to 24 hours' notice, or for missed appointments, full fee; 24 to 48 hours' notice, 50% of fee; 48 hours' to 7 days' notice, 25% of fee. This is waived if you reschedule within the same calendar week, or if someone attends your cancellation from a new booking (i.e., rather than rescheduling within the same calendar week). In addition to the APS recommendations, the late fee may be waived on occasion with consideration given to non-work-related emergencies and medical conditions for yourself or your child(ren), including cold/flu/COVID-19 symptoms where you are too unwell to attend by telehealth.

Frequent cancellations, rescheduling, or non-attendances may mean this is not the right time for you to be able to commit to the process. I will discuss with you whether this service is a good fit for you currently, and you may be asked to give yourself a break and return at a better time.

If you cancel with less than 8 days' notice, and would like a late cancellation or missed appointment fee to be reviewed, please cancel by *calling* (rather than SMSing or emailing) me on 0421 775 909 to advise of the reason, and we can discuss the situation. Otherwise, if a fee applies it will be charged by Halaxy online payment, or invoiced by email.

Outstanding payments are overdue 24 hours after the appointment or invoice being sent. If payment is overdue, your remaining appointments may be offered to someone else in need. An SMS or email will advise if your appointments have been cancelled.

The late fee applies to in-person, telehealth, and telehealth conversion appointments. Due to COVID-19's unpredictability, appointments cancelled due to COVID-19 events will be rescheduled when they become possible again. Please contact me when the particular situation has passed.

If your appointment is in person, please convert to telehealth if a COVID-19 event applies (as described in the section above). If you attend an appointment in-person and a COVID-19 event applies, please be prepared to leave the in-person session immediately, for the wellbeing of all. I will invite you to continue by telehealth if possible; in this circumstance the full fee may still apply even if we cannot continue by telehealth; the rebate will not apply if we cannot continue by telehealth.

### *Emergencies, Personal Crises, & Phone Support*

I do not provide an emergency or crisis service. For emergencies, call 000, or present to an Emergency Department, or contact your GP, Psychiatrist, or an agency that is able to provide in-patient support. For 24/7 phone support regarding distress or personal crisis (e.g., thoughts of self-harm or suicide), please call one of the following:

- Lifeline, 13 11 14, [www.lifeline.org.au](http://www.lifeline.org.au)
- Samaritans Anonymous Crisis Support line, 13 52 47, [thesamaritans.org.au](http://thesamaritans.org.au)

- Beyond Blue, 1300 22 46 36, [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Kids Helpline (aged 5-25), 1800 55 1800, [kidshelpline.com.au](http://kidshelpline.com.au)
- Mental Health Emergency Response Line (MHERL), 1300 555 788.
- Suicide Call Back Service, 1300 659 467, <https://www.suicidecallbackservice.org.au>

I offer brief, occasional SMS or phone support (e.g., 5 min). Frequent or longer (e.g., 10 min) support calls attract a pro-rata fee. My number is generally monitored during business hours on consulting days. I can usually respond within a week. The pandemic has increased administration significantly. You can book and cancel online. I look to do what other administration we can at the start of the session. I appreciate your patience with my replies to your voicemails, text messages, and emails.

### *Report and Correspondence Requests*

Please inform me if you currently have, or may possibly have, any compensation, insurance, or legal claims or cases. I do not provide assessment or report writing services for court, compensation cases, insurance cases, or other legal matters. If you require a written report for other reasons (i.e., non-medicolegal), please discuss this with me. I may not be able to accommodate your request. There are additional fees for provision of reports. I cannot specify completion dates for reports, as my service is focused on consulting by appointments.

Please discuss with me in session any request for correspondence (e.g., letters or forms to educational institutions, employers, etc.). Please email the request (& any forms) a week before your appointment. Please allow at least a week after your appointment for the request to be provided. There are additional fees for requested correspondence that is not written during session time. There are no standard fees for professional letters to referrers regarding client treatment needs (e.g., GP Medicare referrals). Please allow a week after your appointment for these to arrive to your referrer.

### *Privacy, Confidentiality, and Access to Client Information*

All services offered are conducted in accordance with the Australian Psychological Society (APS) code of ethics (see [www.psychology.org.au](http://www.psychology.org.au)). Psychologists uphold your confidentiality as a high priority.

#### *Privacy*

In providing a psychological service to you, I will need to collect and record relevant information about your personal circumstances and the services provided. You do not have to give any personal information you do not wish to. Not providing certain information may mean the service may not be able to be provided to you, or it may influence the outcomes you achieve.

#### *Confidentiality*

All information you provide to the practice is confidential, securely stored, and only accessed by myself as your psychologist (as above re detailed personal information) and our staff (as below re demographic information). Some demographic information you provide may be shared with our staff, including other practitioners in considering who is the best clinician available to see you.

#### *Access to Client Information*

In keeping with our professional code of ethics, information regarding services will only be provided to another party with your written permission, a court subpoena or summons, or in the event that I form a professional opinion that either you or another individual is at significant risk. From 1 May 2024, psychologists are mandatory reporters of child sexual abuse under the *Children and Community Services Amendment Act 2021*; see [here](#) for further information. I will attempt to discuss the release of information with you in advance, however at times this may not be possible. To help offer the best possible service to you, I may also share non-identified information with colleagues in peer consultation as required by our code of ethics. You can always ask me about the information kept on file. You can access the information about you kept on file, subject to the conditions of the National Privacy Principles of the *Privacy Amendment (Private Sector) Act 2000*. Please ask me to discuss with you what forms of access may be appropriate.

#### *COVID-19 Contact Tracing*

If government requirements for COVID-19 contact tracing apply, then in the event of a COVID-19 incident, I may be required to share the contact details of relevant clients with the authorities. If you do not consent to this, let me know and please do not attend in-person sessions. If suitable, we can proceed with telehealth appointments, or we can discuss other services and consulting your GP.

## *Feedback and Informed Voluntary Consent*

This service is a partnership where you make informed decisions about the process of how best to work on the issues that matter to you. You have the right to withdraw consent at any time without affecting your right to future services. I welcome any feedback about what does and doesn't work well for you. After reading all of the information herein, if you are unsure or concerned about anything, please discuss it with me. When you are satisfied to do so, please sign the accompanying Confidential Client Information and Consent Form, indicating that you have read and understand all of the information herein. Please retain this service information sheet for your future reference.

## *Telehealth Requirements and Instructions*

Telehealth is using digital technology (e.g., video & phone) for health service appointments.

Rights and Responsibilities. Your rights and responsibilities for telehealth services are the same as for in-person services, with the additional responsibility for you to follow the requirements below. By participating in telehealth, you are agreeing to the conditions of service described herein.

Benefits and Risks. Research supports that telehealth is effective. Telehealth is particularly useful for clients who are unable to access in-person services due to health complications, restrictions of movement, rural/remote location, and transport issues. Telehealth has been recommended by Australian psychology governing bodies as a suitable medium to enable vital continuity of care for all clients requiring psychological assessment, treatment and/or support during the COVID-19 pandemic. If for any reason we cannot meet in person and telehealth is not appropriate to your needs, we can discuss this, and you can consider other services and consulting your GP.

I use CoviU, a securely encrypted, privacy compliant video telehealth service (click here for its [T&Cs & privacy policy](#)). All practices in the Privacy section above apply to telehealth too. This requires your participation to help keep your sessions private and effective. Equally, I do not permit pictures, or audio or visual recording of our sessions; the session is for you and not for others. If you prefer telephone, I will call you at the time of our scheduled appointment.

Potential risks with telehealth include, but are not limited to, the possibility, despite reasonable efforts on my part, that: the transmission of services could be disrupted or distorted by technical failures; misunderstandings may occur (e.g., with poor transmission), and/or possible confidentiality breaches if someone should walk into your room while in session. These guidelines aim to minimise these risks.

## *Telehealth Platform Instructions*

To use CoviU, click <https://drcarl dreher.coviu.com/join> from your computer, tablet, or smartphone. You will then enter my waiting room, and I will invite you into session. Please ensure that you:

- Have a good broadband internet connection or a device with a good cellular connection.
- To protect your privacy, ensure your software is updated and do not use public Wi-Fi.
- Enter the waiting room 5 minutes prior to your session to enable your camera and microphone. You can test your system requirements with the “pre-call test” button on the bottom left.
- You can read a guide describing how to check in to CoviU by clicking [here](#).
- To test your internet speed, click [here](#). Videoconference works best with: download speeds of more than 1 Mbps; upload speeds of more than 0.5 Mbps; latency (ping) less than 50ms.

## *Session Structure and Guidelines for Effective Telehealth Appointments*

Sessions will be conducted in the same way as in-person sessions are, in addition to the following:

- You should be in a set location and not moving about.
- Place your device on a steady surface, and not held in your hand if possible.
- To protect your privacy, ensure you are in a private location and cannot be overheard.
- Please do not invite others into session without discussion with me first. You are required to inform me if anyone is in the room with you, or who you believe may overhear the session.
- Try to have proper lighting that lights your face so that I can best communicate with you.
- You should be appropriately attired, fully dressed and in an appropriate setting.
- Try to minimise background noise and distractions. Turn off televisions, music or other sounds.
- You should not be driving, on social media, playing video games, or working on other things.
- Make sure that pets, children, household members and roommates will not be distractions.
- If the connection is broken, I will call you by phone until we can re-establish the video.