



Phone: 1300 659 350

Fax: 1300 651 580

Email: contact@onpsych.com.au

Website: www.onpsych.com.au

onPsych online

onPsych now provides access to mental health services where and when needed via telehealth (online video based psychological services) to children, adolescents, adults and families and in many cases, at NO OUT OF POCKET COST.

Just like our face-to-face services, onPsych practitioners will aim to work collaboratively with clients and other health professionals, as this enhances opportunities for positive change to be made and maintained over time.

Telehealth sessions can help support people with anxiety, depression, stress, sleep disturbance, anger management, substance misuse, eating disorders and many other psychological problems.

For more information on how to access onPsych telehealth services, please call 1300659350 or email contact@onpsych.com.au – please include your state in the email subject line.

Across Australia, onPsych psychologists and mental health social workers provide support to students and their families. All of our “Clinical Psychologists”, “Registered Psychologists” and “Accredited Mental Health Social Workers” are registered to provide services under Medicare.

onPsych online Frequently Asked Question's

What is onPsych online?

onPsych online is a dedicated service that offers mental health support to children, adolescents, families, and adults through the use of telehealth (online video based psychological services).

Will Medicare pay for this service for me?

If you have a Mental health care Plan from your GP, these services are at no cost, as it is a bulk billed service with no gap fee.

Can I use onPsych online if I am not eligible to claim telehealth through Medicare?

Yes, clients can still use onPsych online telehealth services even without meeting the Medicare requirements at a cost of \$100 - \$125 per session (depending on session length etc.).



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How can I obtain a Mental Health Care Plan for myself or my child?

Follow these easy steps to obtain a Mental Health Care Plan:

- Complete the onPsych client information referral form
- Book a double appointment with your GP (doctor)
- Advise them of the concerns regarding you or your child
- If you are not able to access a doctor call us on 1300659350 as we may be able to arrange an online referral
- Obtain a referral to onPsych under the Better Access Initiative
- Have your GP forward the Mental Health Care Plan and the completed onPsych referral form directly to onPsych via fax on 1300659580 or email it to contact@onpsych.com.au

What happens if I can't make an agreed session time?

If you are unable to maintain an appointment time, it is essential you inform your onPsych practitioner within a 24-hour notice; failure to do so may result in a cancellation fee of 70%.

How long are sessions?

Session times will be decided between you and your onPsych practitioner, though are generally between 30 to 50 minutes.

What technology is required?

Telehealth can be conducted using Skype, WhatsApp, or Facetime (or agreed software). This can be negotiated between you and your onPsych practitioner. The Government has not mandated or endorsed any particular technical solution for telehealth services.



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CLIENT INFORMATION – onPsych online

Adult referral form

(information on this form is private and confidential and will be stored in accordance with information legislation)

Name of client: _____

Gender: _____

Date of Birth: _____

Home Address: _____

Relationship Status: _____

Currently resides with: _____

Current occupation: _____

Home Phone: _____

Work Phone: _____

Mobile: _____

Email: _____

Medicare Number: _____

number	ref #	expiry
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Emergency Contact person/s:

Name	relationship	number
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Name	relationship	number
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Please write a brief statement outlining the reason/s you are seeking out onPsych support. If you have had any previous diagnoses or assessments pertaining to your mental health, please include this information or attach any relevant reports.

Are you currently on medication?

If yes, please give details for all medications (including name, dose, frequency, time administered etc.)

RELEASE OF INFORMATION

Please provide contact details below if you would like your onPsych practitioner to contact any other professionals regarding your engagement with onPsych services.

We work collaboratively with GP's, psychiatrists, employers and other allied health professionals, though require your permission to do so.

Name	Profession	Contact Details
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>

Consent for onPsych online telehealth Services

As part of providing a psychological service to you, onPsych will need to collect and record personal information that is relevant to your current situation. Collection of personal information is a necessary part of psychological assessment and therapy. The information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service.



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All personal information gathered by the psychologist during the provision of the psychological service will remain confidential and secure. However, it is important to know there are exceptions in which all psychologists are mandated (by law) to break confidentiality. This can occur when:

1. The information you have given to your psychologist is subpoenaed (officially requested) by a court of law
2. Failure to disclose the information would place you or another person at serious risk of harm
3. Your prior approval has been obtained to
 - a) provide a written report to another professional or agency (eg. a GP or a lawyer)
 - b) discuss the material with another person (eg. a parent or employer)

All communications between you and your psychologist become part of your clinical records, which are stored in your client file. Client files are held in a secure electronic onPsych filing system. A client has a general right of access to all information in their file, unless one of the exceptions to National Privacy Principle 6 applies.

These exceptions restrict access where:

- giving access would pose a serious threat to the physical or mental health of any individual
- giving access would jeopardise the privacy of others
- giving access would hinder any law enforcement activities

Telehealth

I understand that onPsych online services is the use of video and audio conferencing by an onPsych practitioner to deliver therapeutic services. I understand that this will be conducted using Skype, Facetime or WhatsApp. Whilst these communication platforms are generally considered safe to use for clinical consultation, I understand the security of these platforms systems are not onPsych's responsibility.

I understand that if my child is unable to maintain an appointment time, it is essential to inform our onPsych practitioner within a 24-hour notice; failure to do so may result in a cancellation fee of 50%.

Agreement of Conditions of Services and Consent Form

Printed Name: _____

Signature: _____

Date: _____

Please note: Emailing this completed form to onPsych services at contact@onpsych.com.au confirms your informed consent to participate in onPsych online telehealth services.