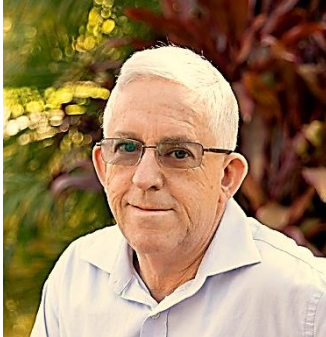




Updated July 2023



Telehealth Options including Medicare

COVID-19 options - Summary for clients & GP's

The following is a summary of how I see the situation for current, future and recent past clients and GP's, in relation to Medicare, Telehealth and this COVID-19 "Moving Feast".

1. I recognise that some clients do not wish to consider the recently expanded *Medicare Telehealth* availability, (because of COVID-19);
2. Currently, I am providing both in-person and Telehealth consultations;
3. Telehealth consultations may also be more practical for clients in the country;
4. In addition, I recognise that *Telehealth* is not the same as traditional "in-person" consultations. It may not be your preferred option, but takes into account current situations, and Medicare needs and assists me to provide services to a wider range of clients, i.e. both city and country;
5. I am using **DOXI.ME** for secure *Telehealth* sessions with clients, because it involves both sound and video, within a secure environment;
6. Before starting to use Telehealth sessions the client will need to complete and return a Telehealth consent form, that I will be sent to the client (or I get verbal agreement);
7. Clients do not need any special software, either just a "Smartphone" with internet access or access via a computer or Tablet, (also with fast internet) with a webcam;
8. Close to the time of the booking, I send the client an "invite" via either an SMS or email, they then click on the link and go into my electronic "waiting room" till I invite them in;
9. Telehealth as well as dealing with "Social Distancing" requirements and assisting in maintaining a Therapeutic alliance (i.e. a professional relationship with the client), allows me to make use of my over 40 years (since 1981) experience as a volunteer phone counsellor, in a specialised setting;

Huntingdale Psychology, Counselling & Clinical Hypnotherapy

Offices at Huntingdale & Perth (East)

7 Bronzewing St, Huntingdale, W.A. 6110 & 305 Pier St, Perth WA 6000

10. I provide this from my usual office location as; a.) I have direct access to client files and; b.) Resources, e.g. books etc that I may suggest to clients, are at hand;
11. As far as **Medicare** is concerned the following applies; A *GP Mental Health Care Plan* is still required, either a current one, or a new one, whether created in person or over the phone;
 - a.) The same time requirements apply, either a 50minute plus¹ consultation (the standard consultation) or one of at least 20 minutes²;
 - b.) The Medicare Telehealth rebates are the same for a 50-minute (\$92.90) or 20-minute plus (\$65.85) consultation, compared with an “in-person” one;
 - c.) For those cases where it is not possible to have a video Telehealth consultation, i.e. it is a phone only consult, (e.g. because of a lack of a smartphone and or computer internet access) it needs to be of at least 50minutes³ duration;
 - d.) The same limits to numbers of sessions per year still apply, i.e. any (in-person) sessions already conducted this calendar year count towards the annual limit, which was (thanks to COVID-19) previously increased to 20 sessions per calendar year (now back to 10);

FEES:

- e.) I charge the same for a Telehealth (video or phone) consult as an in-person appointment (i.e. \$180 for a standard weekday or \$200 for an evening or Saturday morning, or \$110 for a Concession weekday consultation);
- f.) What this means is that all clients including Concession card holders, or those who fit into one of the exempt categories, can expect to pay a “Gap” payment as usual (I’ll take credit card details at the end of the session);

Any questions, please feel free to email me at colin@hpcch.com.au, or look at this part of my website <https://hpcch.com.au/resources/#misc> for downloadable resources about coping with social isolation and related matters along with links to reliable information.

As always bookings can be made via my booking service on **1300 50 67 68**, (M-F 8am-5pm) or 24/7 via [HealthEngine](#), (vacancies onscreen till an hour before) recognising that regardless of whether it says the appointment is at *Huntingdale* or *Perth (East)* it will still be a Telehealth consultation.

Regards,

Colin Longworth



Psychologist, Counsellor & Clinical Hypnotherapist ©

¹ Item No. 91170 – Telehealth attendance lasting at least 50 minutes (Rebate \$92.90)

² Item No. 91169 - Telehealth attendance lasting at least 20 minutes but less than 50 minutes (Rebate \$65.85)

³ Item No. 91184 – Telephone attendance lasting at least 50minutes (Rebate \$92.90)