Evolution Psychology Queensland

Therapy, Assessment and Intervention

COVID-19 (Coronavirus) COMMUNIQUE #3

This is an important update for you, so please read carefully and take the time to put plans in place as COVID-19 (Coronavirus) impacts your daily life, therapy services, and assessment completion timeframes.

The health and safety of you and our staff is paramount. The team at Evolution Psychology Queensland have completed the Australian Government Department of Health – "*Infection Control Training - COVID-19*"; and the Disability Services Consulting "*Supporting People to Stay Infection Free*" training. We continually monitor changes as they arise to ensure we are practicing at the highest and safest standard while following all new Federal and State Government laws that have recently been implemented.

As the number of Coronavirus cases rise across Australia, the level of uncertainty within the community is increasing. We should expect more change to come. Feelings of confusion, anxiety, and frustration for ourselves, our clients, and families is to be expected. So, it's important to look after yourself, and monitor your mental and physical health.

Evolution Psychology Queensland will continue to operate business as usual as much as possible during this period, while implementing changes as required to continue to provide services. If we all stay calm, physically distant, and socially connected, we will get through this. Please read the following carefully so together, we can minimise the impact of COVID-19.

It is Evolution Psychology's responsibility to:

- Inform you if any of our staff have been exposed to the COVID-19 (or are believed to have been) and cannot provide face to face services
- Provide alternate options for therapy (telehealth services)
- Keep you updated on any updates to provision of services, as per Government guidelines
- Continue to be available and provide services that adhere to the Australian Health Practitioner Regulation Authority, Australian Psychology Society, National Disability Practice Standards, National Disability Code of Conduct, National Disability Practice Guide, and that are consistent with our Work Health & Safety Policies

It is your responsibility to inform Evolution Psychology if you:

- Have recently been overseas (within 14 days of your appointment with Evolution Psychology)
- Have come into contact with someone who has recently been overseas (within 14 days of your appointment) or is a confirmed case of COVID-19 (Coronavirus)
- Experience flu-like Symptoms (Fever, Dry Cough, Fatigue, Sore Throat, Shortness of Breath)
- Would prefer to reschedule therapy to a "non-face to face" therapy appointment

TELEHEALTH

- *All **NDIS** participants are eligible for Telehealth services*
- From **Monday 30 March 2020 to 30 September 2020** all Australians who meet existing eligibility requirements under Medicare will be able to access to psychological services delivered via telehealth (i.e., videoconference or phone) if clinically appropriate

If you are *a current client with a Mental Health Care plan, and* are *not* comfortable attending your appointment, and *meet eligibility criteria* for a telehealth consult, please contact Evolution Psychology.

If you do not meet the eligibility criteria, you can still choose to have a telehealth consult (at a reduced fee), which is not covered by Medicare (so you will not receive a rebate). Please call Evolution Psychology to arrange your appointment

MEDICARE

If you are a current bulk billed Medicare *client,* and *meet eligibility criteria* for a telehealth consult, you will be asked to agree verbally or via email prior to each session that you agree to assign the Medicare benefit to Evolution Psychology directly (allow Evolution Psychology to bulk bill your session). This is a Medicare requirement for telehealth during COVID-19.

RESOURCES

Evolution Psychology will continue to provide updated information that relates to the provision of our services, as changes arise. We encourage you to seek out up-to-date information from the DEPARTMENT OF HEALTH; and the NDIS as they are updated. If you are unable to access this information, please contact us and we will provide it to you where reasonably possible.

Psychology COVID-19 information

Head to Health COVID-19 Support

Queensland Health COVID-19 Alerts

NDIS Disaster Response

Please stay safe and contact us with any questions regarding your services or this information. Thank you for your understanding and cooperation during this unprecedented time.

The Team at Evolution Psychology

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