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Policy for Telehealth Services.

Dr Leonie White's practice offers Telehealth services. This document describes the policy of Dr Leonie White for Telehealth.

Benefits of telehealth/video conferencing therapy sessions can include:

- Continued access to psychology services.
- Continued therapeutic support as part of a treatment/support plan.
- Avoiding the need for me to travel to for psychology services.

Potential risks and downsides of telehealth/video conferencing therapy sessions can include:

- Telehealth/video conferencing may not feel the same as face-to-face sessions.
- Technical problems could affect the video/sound quality or connection, which may disrupt the session in some ways.
- Video conferencing software has end-to-end encryption and high-security standards, but there is still a small risk of hacking or others tapping into the video connection.

Psychologist precautions to ensure confidentiality, including:

- Ensuring the privacy of the telehealth session is upheld in the same way an in-person session would be, by choosing a private location or using headphones.
- Not allowing any voice or video recording of the session.

Client rights:

- To ask questions about the telehealth session anytime.
- A telehealth/video conferencing session is not compulsory, and consent can be withdrawn at any time.
- If a client does not wish to continue or if technical difficulties interfere with the session to the point where the Telehealth session cannot continue, a phone consultation will be offered as an alternative.