



Peninsula Assessment & Therapy Services

1321 Nepean Highway, Mount Eliza

26 March 2020

PATHS response to managing the Corona virus (covid-19):

We are looking at each client on a case by case basis to minimise face-to-face consultations and to determine how to best offer alternative services such as Telehealth where appropriate. Currently the clinic is still open with the following arrangements in place:

- The waiting room is closed. Stay in your car until the appointment time and wait in the car while your child is seen. There is no need for you to enter the clinic (exceptions may apply for very young children).
- Do not bring siblings or other family members to the clinic.
- Toilet facilities will NOT be available at the clinic.
- Staggered appointment times so that face-to-face clients don't arrive at the same time.
- All clients (children or adults) will use provided hand sanitiser on entry to clinic.
- Payment will be by bank transfer preferably Osko or equivalent (immediate payment); receipts or Medicare claim receipts will be emailed to you. Please pay invoices promptly. They are due on the day of service. We understand if you have to cancel appointments for financial reasons.

Telehealth or video/web conferencing may be an option for some families but the following should be noted:

- Medicare rebates do NOT currently cover Telehealth sessions, however the Government will be announcing Medicare changes next week. We will update you when we have information.
- While there are currently some Medicare rebates available for selected at risk clients or where the clinician has to isolate, these do not generally apply to our current clients.
- Your private health fund may or may not cover Telehealth and you will need to contact your fund for clarification prior to participating in Telehealth. Again, some changes are expected to be announced next week.
- Telehealth and telephone consultations are appropriate under NDIS.
- For Telehealth services you will need to have access to a computer/iPad with sound and camera capabilities. For tablets/iPads, you will need to download the free Zoom app which has an appropriate level of security to meet privacy legislation requirements, but you do not need to open an account.
- You will need to be mindful of the privacy of your location for you and/or your child. The room needs to be free from possible distractions, interferences or disruptions (including other family members) and have good lighting.
- We will need to obtain consent from you before proceeding with Telehealth services.