



Peninsula Assessment & Therapy Services

1321 Nepean Highway, Mount Eliza

26 May 2020

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

Although some restrictions have been lifted, for the safety of our staff and clients we are continuing to adopt a cautious approach. Each week we are considering clients on a case by case basis to determine how best to offer services or alternatives 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).
- Toilet facilities will NOT be available at the clinic so please ensure your child uses the toilet at home before the appointment.
- All clients (children or adults) will use provided hand sanitiser on entry to clinic.
- Do not bring siblings or other family members to the clinic. They can be in the car.
- If your child is in any way unwell, please reschedule the appointment.
- Payment will be by bank transfer preferably Osko or equivalent (immediate payment); receipts or Medicare claim receipts (we can still claim for you) will be emailed to you. Please pay promptly. Fees are due on the day of the appointment. We understand if you need to cancel appointments for financial reasons but please advise promptly. The answering machine and email are available 24/7.

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

- From April 20, Medicare rebates under a Mental Health Care Plan have covered Telehealth sessions. Most private health funds appear to provide rebates for Telehealth but you will need to contact your fund for clarification prior to participating in Telehealth. We will not be able to process claims in the clinic.
- Telehealth and telephone consultations are available under NDIS.
- For Telehealth services you will need to have access to a computer/iPad with sound and camera capabilities. We are using CoviU for video conferencing which does not require downloading of software/apps but Chrome, Firefox or Safari is preferred. You will be emailed information and a web link prior to your Telehealth appointment. **Please read the information and test your equipment as advised.** We will also obtain consent from you before proceeding with Telehealth services.
- 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.