

USING COVIU ONLINE PLATFORM FOR TELEHEALTH PSYCHOLOGY SERVICES INFORMATION & INSTRUCTIONS – from APRIL 2020 (updated 7Jan21)

At Transformative Psychology we want to ensure that you can continue to receive safe, high quality and ethical psychological care to support your mental health and overall well-being. We also want to ensure that you remain safe and protected always, and particularly as we continue to move through the reality and challenges of Coronavirus locally, nationally and globally.

The mode of psychology service delivery will be agreed upon between you and your psychologist (Charles Thermos).

After a period of initial research and talks with colleagues and the Australian Psychological Society (APS) (our professional association) in 2020 Charles Thermos chose the COVIU online platform for Telehealth psychology services. It provides a safe and secure environment for you to meet together. Importantly it ensures that your data / information is protected and meets the psychology profession's privacy obligations. All data is encrypted between you and Charles, which means that no-one can listen to our call.

You will not need to sign up with COVIU nor will you need to download any applications in order to access your Telehealth psychology service. After Charles SMSs or emails the usual courtesy appointment reminder and you confirm your appointment attendance, he will then send you an email or SMS with a link to the session. The link can be used with any of your electronic devices.

Please note – for Telehealth or Telephone psychology services you will be asked to consent to receiving the psychology service in this way, if you choose one of these options. This can be done by completing a written Consent Form (to be provided), or verbally, or via email or SMS before the start of your consultation.

Instructions for Telehealth (video and/or audio) psychology services only:

If you agree to a telehealth psychology service via the COVIU platform please refer to the following instructions.

First, Charles will send you an email with the meeting (consultation) link before your appointment, which will look like the sample below. Please read it and the instructions for how to join and for how to prepare for the call (particularly your first), before the scheduled meeting time. Give yourself some time for this.

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Hi (your name)

I would like to invite you to join a call.

Just click on the link provided.

When COVIU asks you to take a photo of yourself you can choose not to. If it blocks access, then take a photo of something neutral such as a wall or the ground so that you can enter room.

Please note and **Consent to the following:**

1. You understand that you will be receiving a Telehealth Service

You can **Consent via the written Consent Form provided, or via email or SMS, before our meeting begins. Or verbally when we begin our consultation.**

If you have any questions or concerns please let me know before the meeting today.

Thank you.

-- Charles (Transformative Psychology)

When

Friday, April 3rd 2020, 1:00 pm (AEDT)

Duration

an hour

[Join the call](#)

How to join

To connect to this call, you'll need the following:

- A camera connected to your computer
- Speakers/headphones
- [Google Chrome](#) (recommended), [Mozilla Firefox](#) or [Coviu for iOS](#)

When it's time for the call, simply click **"Join the call"**, or copy <https://transformativepsychology.coviu.com/room/@charlesthemos> in to your browser. This is where the link will take you.

To help ensure the quality of the call experience, we recommend running a [precall test](#).

Further instructions and steps

Please ensure that you **click the [Join the call](#) link at your appointment time.**

You will be directed to me after completing a **few steps (see next section)**, which should only take a few minutes. Please wait a couple of minutes if your psychologist is running a little late, which is unlikely. If you are running late please send your psychologist a SMS.

Please note these few steps you will be asked to follow by COVIU

- Click on the [Join the call](#) link and it will open up in a Web browser.
- You are first asked to **Join as a guest. Click this.**
- You are then asked to **put in your first and last name. Please complete these details** so that I know who is waiting. **Then click continue.**
- You will also be prompted by the browser to **"enable camera and microphone". Please click YES to enable.**
- You are then asked to tick the box for **Informed Consent. Please click this.**
- You are then asked to **click Lets Go.**
- A message will be sent to me to say that you are waiting. Your psychologist will click on this and the appointment will begin.

Your telehealth consultation experience will be best if your psychologist and you:

- ensure that you have a private, quiet, dedicated place for our meeting.
- remove distractions; ensure that the TV, radio, or other computer applications are off.
- consider this a normal appointment, as if you were visiting me at your psychologist's practice.
- in the event of any difficulty with the connection, please have your mobile phone nearby so your psychologist can contact you.

COVIU asks you to check the following before the appointment:

1. Internet Connectivity - COVIU needs to ensure that the internet is working.

2. Device or computer - COVIU has been built to run on all modern machines, both computers and smart devices such as phones and tablets.

Most laptops from 2010 onwards will have an inbuilt camera, speaker and microphone.

If your laptop is from before 2010 you will need to investigate your hardware.

To test if your machine is COVIU ready simply click below.

[Test my device](#)

3. Browser - CoviU was built to run on a Google Chrome browser.

You may need to **download [Google Chrome here to get started](#)**

4. If you have a spyware or antivirus software on your computer **you will need to disable it before connecting** to COVIU.

Please do not hesitate to contact your psychologist (Charles Thermos) if you have any questions or concerns.

Thank you for your co-operation.

Charles Thermos

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3