



Clear Health
Psychology

CLEAR HEALTH PSYCHOLOGY

2022 COVID 19 POLICIES & PRACTICES



New and updated COVID-19 policies and
practices in 2022





A NOTE FROM OUR CLINICAL DIRECTOR

DR MAXINE HAWKINS - CLINICAL PSYCHOLOGIST

Western Australia's will be participating in a range of measures to assist each other to reduce the impact of the COVID 19 pandemic. We acknowledge that we will be 'living with COVID' in our local community and appreciate your support with the changes. We also acknowledge that the changes may impact upon the service delivery (ie. face-to-face to telehealth) at Clear Health Psychology.

We appreciate your mental health is important and it is important to us that we can continue to provide uninterrupted mental health support to as many people in our community as possible. We also thank you in advance for your patience with us as we navigate this challenging time together.

To support these changes we have developed, implemented, or will be implementing new policies and practices in our effort to manage and minimise the risks of COVID 19 transmission at our psychology practices. Our policies are underpinned by local and national directives and guidelines, as well as Safe Work Australia guidelines. They also incorporate industry-specific recommendations from the Australian Psychological Society (APS). However, these directives, guidelines and recommendations are likely to change and we will update you if and when our policies change as a result. We appreciate your understanding and support as we implement these new policies and practices in our efforts to keep you, our team and our community as safe as we possibly can.

We look forward to providing you with our continued support. We also look forward to hearing from you in regards to your thoughts or any feedback that may assist us in improving our service to you. There is a section on our website that requests feedback and we look forward to continuing to care for your mental health and hearing from you.

Sincerely,
Dr Maxine Hawkins
Clinical Director



A SUMMARY

The following is a summary of our new policies. It is important that you read the detailed descriptions of each policy to understand any changes that may affect you.

- Everyone working on our premises has been double COVID-19 vaccinated and no individual will attend the clinic for any reason if unwell.
- CHP are asking that all people aged 16+ who attend face-to-face counselling are double vaccinated, and will be asked to show their vaccination certificate. Face-to-face counselling support is also available for people under 16 who are unvaccinated.
- Telehealth counselling support will continue to be available for everyone regardless of vaccination status.
- Our normal CHP cancellation policy will apply if you have not given us 24 hours notice. If a COVID directive prevents you or your psychologist from attending the practice, your face-to-face appointment will not be cancelled but will automatically be converted to a Telehealth appointment (phone or video appointment). Unless the psychologist or the client are too unwell, in which case the appointment will be rescheduled.
- Wherever possible secure online client forms will replace pen and paper data collection. There is an additional consent form that specifically relates to face-to-face appointments.
- If you would like to store your credit card details to allow for efficient, contactless and remote payment of fees we are able to accommodate this. Please speak to your administration on site to arrange for a consent form to be sent.
- We will be guided by the government as to how to deliver clinical services if circumstances in the community change.
- Measures will be implemented at our practice to ensure the building is clean and sanitised, and as safe as possible for everyone at all times.
- In the event of a possible or confirmed case attending our practice we will support public health officials with contact tracing and follow their advice.



VACCINATION STATUS & COUNSELLING SUPPORT

WE WILL CONTINUE TO SUPPORT EVERYONE
IN OUR COMMUNITY

We are committed to providing counselling support to every member of our community during this challenging time.

Psychologists will need to perform their own risk assessment, they will need to weigh up client needs, whether there are alternative options such as telehealth, and other risk management strategies (including their own personal situation) when it comes to risk management. The Australian Psychology Society support that psychologists in private practise can ultimately choose their clients.

Face-to-Face Counselling Support

- Face-to-face counselling support will be available for unvaccinated people under 16 years of age and CHP ask that people aged 16+ attending face-to-face appointments are double vaccinated, and show their vaccination certificate.
- We have a CHP COVID Safe Plan which has been developed with all key stakeholders in mind in relation to minimising risk.

Telehealth Counselling Support

- Telehealth counselling support will continue to be available for children and people aged 16+ regardless of vaccination status.
- Telehealth appointments with your regular psychologist can be booked without disclosing or providing proof of vaccination status.
- To book a telehealth appointment please contact the site reception.

COVID 19 Vaccine Exemptions

- If you have a COVID 19 vaccine exemption please contact us as soon as possible to discuss how we can continue to support you.



COVID 19 DIRECTIVES & YOUR APPOINTMENT

YOUR FACE-TO-FACE APPOINTMENTS WILL AUTOMATICALLY BE CONVERTED TO TELEHEALTH

To ensure the continuity of your own care, and to ensure that we can continue to support as many people in our community as possible the following policies and practices will be implemented.

As we begin to live with COVID in our community it is likely that from time to time you or your psychologist may be physically well but unable to attend a face-to-face appointment. Such as when:

- You or your psychologist have mild cough or cold symptoms.
- You or your psychologist have been identified as a close contact.
- You or your psychologist are awaiting a COVID test result.
- You or your psychologist have been directed to isolate or enter lockdown.

Your appointment will automatically be converted to Telehealth

- If you are physically well but cannot attend a face-to-face appointment your appointment will not be cancelled but will be automatically converted to a Telehealth appointment (phone or video appointment).
 - We will convert your appointment to a Telehealth appointment as soon as you let us know.
- If your psychologist is physically well but cannot attend a face-to-face appointment your appointment will not be cancelled but will be automatically converted to a Telehealth appointment (phone or video appointment).
 - If your psychologist converts your appointment to a Telehealth appointment we will contact you prior to let you know.

Telehealth appointments consist of video consults via Zoom and/or phone consults if approved by your clinician.

As we have an ever-increasing waitlist for our services it is essential that every available appointment can be used to support a member of our community.





COVID 19 DIRECTIVES & OUR CANCELLATION POLICY

CANCELLING AN APPOINTMENT OR DECLINING TELEHEALTH WITHOUT 24 HOURS NOTICE

The following policies and practices will apply when face to face appointments are not possible because you or your psychologist cannot attend due to COVID directives,

Cancelling or declining Telehealth with LESS than 24 hours notice

If you are physically well but due to COVID directives:

- You need to cancel a face to face appointment at short notice and you decline an offer for your appointment to be converted to Telehealth, a late cancellation fee will apply (50% of the session fee).

If your psychologist is physically well but due to COVID directives:

- Your psychologist needs to convert your face to face appointment to Telehealth at short notice and you decline the offer of Telehealth, a late cancellation fee may apply (50% of the session fee).

If you have any questions or concerns please contact your psychologist or our reception team to discuss our cancellation policy further.





TRANSITION TO ONLINE DATA COLLECTION AND STORAGE

PEN & PAPER DATA COLLECTION WILL BE MINIMISED

We are currently in the process of moving our paper-based client forms to digital forms.

This will ensure we can provide efficient remote services as needed and will also help us to reduce any risks of COVID transmission associated with the use of pen and paper-based forms.

We will be sending our New Client Details Form and the Informed Consent Form For Return to Face-to-Face Sessions Form, and any other paperwork required for new clients via email. This will come as attachments to the initial appointment confirmation email. This form will need to be completed before treatment can commence.

Any additional paperwork that is required for existing clients will be sent via email. It is encouraged that this is printed, completed and sent back to CHP prior to the appointment to further reduce the risk of COVID transmission. There will be paper copies available at site for those that cannot complete the documents sent electronically.





TRANSITION TO ONLINE CREDIT CARD STORAGE AND PAYMENTS

STORED CREDIT CARD DETAILS WILL BE REQUIRED
FOR ALL APPOINTMENTS BOOKED IN 2022

In 2022, streamlined and contactless payment will be an essential part of our COVID policy.

In addition to reducing the risk of COVID transmission (by eliminating the use of our EFTPOS keypad and by reducing time spent in our waiting room when paying for face to face sessions), it will also allow for the automated payment of Telehealth appointments.

Many of our clients already benefit from this convenient payment method. However, the following payment policies and practices will begin to be implemented in the coming weeks and in full use from February 1st 2022 for all of our clients:

- The option to stored credit card details will be available once you have completed a Permission to Store Credit Card Details Form.
- Stored credit card details can either be collected from our reception team at your next visit or provided over the phone.
- Invoices can now be paid online via our Clear Health Website using either Visa or Mastercard. For more information visit; clearhealthpsychology.com.au/pay-your-invoice/

If you have any further questions or concerns please speak directly with your psychologist or contact our reception team.



PROCESSING ONLINE CREDIT CARD PAYMENTS

CREDIT CARD PAYMENTS WILL BE PROCESSED
AUTOMATICALLY AT THE APPOINTMENT START TIME

Please find following detailed information about how your online credit card payments will be processed.

- Online credit card payments for sessions attended in person or via telehealth will be processed automatically at the scheduled start time of your appointment.
- Late cancellation fees will be processed when you notify us of the need for late cancellation or at the scheduled appointment time, whichever comes first.
- If a credit card payment is declined for whatever reason you will be emailed the invoice and payment can be made for the invoice online via our website; clearhealthpsychology.com.au/pay-you-invoice/

If you have any questions about how we will be processing your payment, or if you believe we have charged your credit card incorrectly, please contact our reception team as soon as possible.





ATTENDING OUR PRACTICE AFTER FEBRUARY 7TH 2022

HOW YOU CAN HELP US KEEP OUR COMMUNITY SAFE

The following policies will come into effect on February 7th 2022:

Before your appointment

- Please contact us to change your appointment to telehealth if:
 - You are experiencing even mild cough or cold symptoms
 - You or someone close to you has been identified as a close contact
 - You or someone close to you is awaiting a COVID test result
 - You have been directed to isolate or you are in lockdown.
- Please complete any online forms or documents that we have emailed to you and send digital copies of any GP referrals or other paperwork we may need (photos are fine!).
- Please try to remember to bring a pen and water bottle with you if needed. We will temporarily be removing pens and the communal water from our waiting room but please don't hesitate to ask our reception for either if you forget to bring your own.

And please don't worry - if you need help with any of the above prior to your appointment, please call us and we will work it out together.





ATTENDING OUR PRACTICE AFTER FEBRUARY 5TH 2022

HOW YOU CAN HELP US
KEEP OUR COMMUNITY SAFE

Attending our practice for your appointment

- Please check-in upon arrival using our Safe WA QR code or the physical contact register located at the front door of our practice.
- When you arrive for your appointment you are welcome to wait in your car and request an SMS from your psychologist to let you know that they are ready for your session.
- Please use sanitiser before entering the reception area. Sanitiser will be provided for your convenience.
- When mandated face masks must be worn at all times (age 12+)
- Please follow physical distancing guidelines (1.5 metres).
- Where possible we will have our front doors open, please avoid touching the doors or door handles where you can and the psychologists will open and close their office doors.

After your appointment

- Where possible please take used tissues with you.
- Please use sanitiser prior to using the door handle to leave the practice. Sanitiser will be provided for your convenience.





ATTENDING OUR PRACTICE AFTER THE BORDER OPENS (CONT)

HOW YOU CAN HELP US
KEEP OUR COMMUNITY SAFE

Attending our practice with a family member or support person

- Whenever possible, only clients attending an appointment enter our building. We ask that where possible, family members or support persons bringing clients to our practice wait in their car.
- When this is not possible we ask that only one family member or support person enter the building. We understand that sometimes siblings may also be attending the practice and they are most welcome when this is necessary.
- CHP ask that family members (age 16+) or other support persons entering the building be double vaccinated and willing to provide proof of vaccination prior to entering the practice.
- Family members are also asked to check-in upon arrival using our **Safe WA** QR code or the physical contact register located at the front door of our practice. and use sanitiser before entering the reception area. Sanitiser will be provided for their convenience.
- When mandated family members or other support persons must also wear a face mask at all times inside the building. Please let us know prior if they have an exemption.





OUR ADDITIONAL COVID 19 CONTROL MEASURES

WHAT WE'RE DOING TO MINIMISE AND MANAGE RISK

Our people

- In line with national directives, every member of our clinical team and our administrative team, have been either double or triple vaccinated and have provided a digital copy of their vaccination certificate to CHP.
- In line with national directives, our cleaners and all trades people entering the building are asked to be double vaccinated and have, or will be requested prior to entering our premises, to show us digital copy of their vaccination certificate.
- Everyone on our team has committed to work from home if they experience any cough or cold symptoms, however mild.
- When mandated (or preferred) everyone on our team will wear face masks at all times inside the building.



OUR ADDITIONAL COVID 19 CONTROL MEASURES

WHAT WE'RE DOING TO MINIMISE AND MANAGE RISK

Our premises

- As much as possible the front door will remain open to improve ventilation and reduce the use of the door handle.
- Where possible, the therapist will open and close the door to their room to reduce contact with the interior handles.
- As much as possible all windows in the building will be left open to improve ventilation.

Our cleaning practices

- Our COVID cleaning routine has been developed based on the current Safe Work Australia guidelines: <https://covid19.swa.gov.au/sites/default/files/2021-04/cleaning-table-covid19-12-April-2021.pdf>
- The premises will be cleaned and disinfected regularly emphasising heavy-use surfaces such as the front door, waiting room chairs, reception desk, stair-rail, kitchen and bathroom.
- Sufficient breaks will be scheduled between every therapy session to allow for the rooms to be cleaned and disinfected between every client.





RESPONDING TO A POSSIBLE OR CONFIRMED CASE OF COVID 19

WHAT WE'LL DO

Public health officials are responsible for responding in the event that a person with possible or confirmed COVID-19 infection enters a premise.

In line with the current **WA government guidelines** for responding to a possible or confirmed case of COVID 19, we will implement the following measures to assist public health officials to respond and minimise further risk to our community:

- If we become aware that a person attends, or has attended our practice and displays COVID-like symptoms or shares information that causes us to have reasonable concerns about their health and the health of others who have attended our practice we will call 13 COVID and follow their advice.
- If we become aware that a confirmed case of COVID 19 attends, or has attended our practice, we will call 13 COVID and follow their advice.
- We will follow all public health advice about closing off affected areas and we will prevent access until our premises have been cleaned and disinfected.
- We will assist public health to identify close contacts by providing them with our contact register. Only essential personal contact details will be disclosed.
- We will complete a risk assessment with reference to the latest information available, review our COVID-19 risk management controls, and determine whether any changes or additional control measures are required.
- We will notify you as soon as possible if such an event affects you, or our ability to provide face to faces services to you.





WE VALUE YOUR FEEDBACK

These are unprecedented times, and the policies we are implementing to minimise and manage the risks of living with COVID in our community have been developed based on the best advice available to us at the time of writing.

Our policies will be reviewed regularly and updated if that advice changes.

If you would like to provide feedback on our policies and practices, please don't hesitate to email us directly at office@clearhealthpsychology.com or visit our website at clearhealthpsychology.com.au.

FOR FURTHER INFORMATION PLEASE VISIT THE LINKS BELOW

