



Practice Information Sheet

About Us

We are an Australian Telehealth Psychology practice which was originally developed to service the needs of rural, regional, and remote clients, as well as Australians overseas. Due to COVID-19 and the increase in demand and eligibility for telehealth services, we are also able to offer our services to clients in metropolitan areas.

Remote Psych provide all counselling sessions with your psychologist via telehealth. The appeal of telehealth videoconferencing is that it places psychologists within reach. We aim to provide better access to therapy for all Australians. We have an understanding of living and working in regional and remote areas.

Providing access to therapy, regardless of your location or situation is something we are passionate about.

Practice Hours

The Remote Psych office is open Weekdays from 9am-5pm AEDT. Contact can be made outside business hours via phone (03) 5222 4789 or email to info@remotepsych.com.au.

Psychologists

Kim Douglas - Counselling Psychologist

Alison Dougall – Clinical & Counselling Psychologist

Wendy Devine – Registered Psychologist

Alana Wood – Forensic Psychologist

Felicity Wiseman – Clinical Psychologist

Administration Team

Kim Douglas – Director

Kathryn Barrett – Practice Manager

Psychologist Contact

Once engaged with your psychologist, you can work together to establish when and how you communicate. If wanting contact with your psychologist outside session times, you can email them via their remote psych email address. If urgent, please phone the office on 03 5222 4789 or email the admin team info@remotepsych.com.au and we will endeavour to contact your clinician on your behalf or assist as needed.

Videoconferencing

Videoconference sessions occur through Zoom communications software. This software is simple to install, access and operate, as well as being interoperable between PC / Mac / tablets / phones. The video sessions are end-to-end encrypted. Zoom operates across bandwidth availability in rural, remote, and overseas locations. Data usage on your device is the only cost to you when using Zoom.

At the time of your intake appointment any limitations or concerns about the device you'll be videoconferencing with will be discussed and assistance provided if needed. It's a very simple process with the same link being used to access the virtual Waiting Room each session. What to do if the connection drops out during a session will be discussed, but the general rule is attempt to reconnect once from your device and if unsuccessful wait for your clinician to call you by phone with further assistance.

Expected timeframes and limitations

Results from psychological interventions can be as quick as a few sessions or can be more long term if that's what collaboratively you and your psychologist decide is warranted. It is largely dependent on the issue you are addressing, the intervention used and your commitment to the therapy. The average number of sessions per episode of care are 4-8 sessions. The number of sessions your psychologist anticipates you needing will be discussed with you once they have a sense of your situation. We aim for episodes of care, meaning that once there has been some resolution or improvement in the presenting issue the sessions stop.

You are most welcome to return at any point in the future to address other issues as needed. That said, for clients facing complex issues, care is ongoing. Additionally, for some clients, interventions are better conducted in a face-to-face clinical setting. In this instance a referral to another psychology practice would be discussed and arranged.

Fees

Fee payment is discussed with each client during the initial intake. The cost of a 50+ minute counselling session with a psychologist varies from \$0 (bulk-billed) to \$195 (full fee paying). Payment is via EFT or Medipass. A copy of our [Fee Policy](#) can be requested at any time.

Standard Fee

The gap fee (out of pocket cost) per session varies from around \$30-\$65, depending on the Psychologist. The full session fee (\$144-\$195) is payable initially, with a rebate paid back into your account from Medicare. *For clients who are unable to afford the standard fee, we may be able to offer a concession rate of \$120-\$160.*

Bulk-billing

Medicare bulk billing is available for clients with a current 'Mental Health Treatment Plan' and; a Healthcare card or Pensioners concession card, for those who are unemployed or experiencing financial hardship. *No payment is required as sessions are claimed directly through Medicare.*

No Referral | Private Fee

If you do not have a Mental Health Care Plan, are not eligible for Medicare and/or are seeing a Psychologist privately, the cost varies from \$144-\$195, depending on the Psychologist. You may receive a portion of this back from your Private Health Insurance (if applicable). The amount you get back will depend on your level of cover.

Confidentiality / Mandatory Reporting

Put simply, your psychologist will not disclose the information they know about you to another person unless the following reasons apply:

1. They are required by the law to do so (for example being subpoenaed by a court).
2. Failing to disclose the information would put you or another person at risk.
3. Your approval has been given to provide information.

If claiming the Medicare rebate, a brief summary of interventions, outcomes and recommendations is required to be provided to your GP after your sixth session, when a care plan review is required, or at the time of stopping therapy. A copy of our [Privacy Policy](#) can be requested at any time.

Appointment Cancellations

Your appointments and well-being are important to us. We understand that sometimes, you may need to reschedule or cancel your appointment. We respectfully request that you provide at least 24 hours' notice prior to your scheduled appointment. Appointments are in high demand, and your advanced notice will allow another client access to that appointment time.

Cancellation Policy

Where less than 24 hours' notice is provided, including no-shows, a cancellation fee may be charged in the unfortunate event that your session can not be filled. This fee will be invoiced to you, with payment due within 7 days, or prior to your next session. A copy of our [Cancellation Policy](#) can be requested at any time.

How to Cancel Your Appointment

If you need to cancel or reschedule your appointment, you can;

- 1) Reply "No" to your SMS appointment reminder at least 24 hours prior to your appointment
- 2) Call us on (03) 5222 4789
- 3) or you can email us at info@remotepsych.com.au

More Information

We would also suggest also taking a look at our website www.remotepsych.com.au where you will find more information on our services. Please don't hesitate to call us on (03) 5222 4789 if you have any further queries.