

Telehealth Consultation Policy

Privacy and Security

Jacqueline Saad uses an Australian video telehealth platform called CoviU. It is a safe and secure environment, developed specifically to host healthcare consultations. Any data exchanged during the call, including audio, video and data, is encrypted between you and the practitioner so nobody can listen in to the call and does not store patient data. The privacy of any form of communication via the internet is potentially vulnerable and limited by the security of the technology used. Jacqueline Saad uses an Australian video telehealth platform called CoviU, which is HIPAA compliant, and end-to-end encryption (E2EE) ensures your data is always safe & secure integrated with Halaxy practice software, both compliant with the Australian standards for online security and encryption.

Videoconferencing is the preferred delivery method for Telehealth. However, phone consultation is available to only existing patients/clients, where needed. You are responsible for the costs associated with setting up the technology needed so you can access telehealth services. Our practice will be responsible for the cost of the call to you and the cost associated with the platform used to conduct telehealth services. Please note that the software is free of charge for you to use and does not require any downloads. **There is no need to sign up for CoviU.** Instead, Jacqueline Saad will use their account to send you a link for your session. It is super simple to join; click the link prior to your consultation time and join the virtual waiting room. Jacqueline Saad will join the telehealth call at the time of your appointment.

**For a comprehensive tip sheet on how to prepare for a video consultation with
Jacqueline Saad using CoviU: [click here](#)**

To Join a Consultation, You Will Need:

- A modern device, such as a laptop, computer or smartphone. The minimum device requirements are:
 - Windows PC i5 processor with 3GB of RAM Windows 7 or later
 - Apple Mac i5 processor and 3GB of RAM MacOS 10.12 (Sierra) or later
 - Android tablet or smartphone Android 5.1 or later
 - Apple iPhone or iPad iOS 12 or later

Still unsure? Check and verify that your device can conduct an online video consultation [here](#)

- A camera, microphone and speaker (usually in-built with your device) or headphones. In video telehealth, positioning is about the placement of the camera. The camera should be at eye level to create a more natural position. If using a built-in laptop camera, raising the laptop's height may help achieve the right height.
- A steady internet connection. All you need is a minimum of 350Kbps for both upload and download. Your home Wi-Fi is generally okay, or a good 4G connection will also cover you. Test your internet connection [here](#)
- Browsers: CoviU works best on the latest version of popular web-browsers. Check your version [here](#). The minimum browser requirements include:
 - Google Chrome Version 82+ (Windows, Android, macOS)
 - Apple Safari Version 12+ (macOS, iOS)
 - Firefox Version 75+ (Windows, Android, macOS)
 - Microsoft Edge Version 82+ (Windows)
 - Microsoft Edge Version 44+
- A quiet, private and well-lit space to have the consultation. You will need a private and quiet area not to be disturbed during the consultation. Ensure the room is well-lit, with natural lighting coming from behind your device, reflecting on your face. You may also want to use a second screen or a notepad to take and share notes throughout your consultation.

Summary of How Your Telehealth Session Works

1. Jacqueline Saad will send you an email or SMS with a link to the session
2. Click the big red 'Join the call' button or the URL in the SMS/email
3. Select 'Yes' if you are prompted to 'enable camera and microphone' in your web browser
4. You may be prompted to take a photo and fill in your first and last name so your practitioner can identify you for security purposes
5. Accept the informed consent
6. Listen to some hold music while you wait for Jacqueline Saad to let you into the call when they are ready

Important Points

- Please advise your psychologist or administration staff if you are not at your home address at the time of the call, as your location may need to be known in the event of an emergency.
- Please introduce anyone who is attending the call with you.
- Neither the client nor Jacqueline Saad is permitted to record the call without mutual consent.
- At the time of your scheduled appointment (ideally, 5 minutes before the start time), click on your telehealth link, and you will be brought to a private, virtual waiting room to meet with Jacqueline Saad.
- Close apps and streaming services. Streaming services such as Netflix, Stan or online gaming may slow down your internet speed and affect the quality of your session. Please close these down for the duration of your session.

Common Questions

What happens if Jacqueline Saad is running late for my appointment

We all get frustrated with waiting and running late appreciating the effort patients make to attend their appointment on time, and therefore Jacqueline will do her best to run as close to your booked appointment time as possible. Sometimes, due to emergencies and psychological therapy's complex nature, Jacqueline may be running late for no more than 10 minutes; in the unusual situation where this may be longer, Jacqueline or the reception team will contact you.

As consultations run for 50 minutes, an hour appointment time is allocated to help provide a buffer for these unexpected times. However, especially with Telehealth, technical issues can be experienced on both sides and need to be accounted for, causing delays.

What happens if I am unable to join the telehealth call due to technical issues or running late

Please call reception to advise of any technical issues or if you are running late to the appointment so that Jacqueline can be made aware and consult the telehealth tech support available at no cost.

Troubleshooting click [here](#) and a how to join the video consult tutorial [here](#)

COVIU support contacts can be found [here](#)

Are video conference calls more expensive?

Video conferencing for Telehealth uses less than half of the data compared to watching a YouTube video in High Definition, equating to approximately 230MB on a mobile device and 450MB on a PC for a 20-minute call, similar to Skype or FaceTime.