

Mindstate Psychology Pty Ltd

Clinical, Forensic and Neurofeedback
Psychology Services

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ABN 94 622 297 705

Re: Coronavirus Covid-19

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Dear Mindstate Client

Like most people at the moment we are concerned about Covid-19 as it is changing rapidly. For the safety of yourself and staff we make the following recommendations:

- For convenience and safety appointments can be held using telehealth. However, psychology is an essential medical service and face-to-face consults are currently possible.
- Please follow all government instructions as they take priority over any other procedure. You should follow published health guidelines and the advice of Government medical authorities.
- The Government requires you wear a face mask in public places. With the practice and waiting areas we expect you to follow this requirement. Within the private consulting room during treatment, it is up to the therapist and yourself to determine whether to continue to wear the mask.
- If you are in any way unwell, please do not come to your appointment. We will waive normal cancellation fees even for non-attendance on the day in case of any viral illness (cough, cold, 'flu, hay fever, fever, Covid-19, etc). We reserve the right to terminate your session if you attended unwell.
- As a standard caution, we recommend that you wait outside until your appointed time. We do not start early, and we do try to start on time.
- If you find your therapist sitting a little further away than previously, they are following recommended health guidelines.
- Sorry about the no handshake, but that is the covid-19 recommendation.
- If you are quarantined, please note you will be able to have telehealth consults with your psychologist. Likewise, if your therapist is quarantined, we hope to continue therapy in the same manner.
- Due care will be taken by Mindstate Psychology but we cannot guarantee that we will remain a COVID-19 free environment due to the nature of there being clients attending. However, unlike a medical centre we are low volume in frequency of patients due to the long appointment time.
- While we pride ourselves on confidentiality, should a patient or staff member become infected we may have to release your name and contact information, as well as attendance details, to appropriate authorities.

Dr Phil Watts
Director Mindstate Psychology

PS- These guidelines will be updated or varied depending on Government requirements and changing circumstances