



Face-to-Face Appointments: Covid-19 safety

Welcome back! We are delighted to be able to see you in person again. To keep everyone as safe as possible, we are making some temporary changes to our clinic.

Our waiting room will remain closed

Please wait in your car, or outside the clinic. When your psychologist is ready for you, we will call or text you. Your psychologist will meet you at the door to welcome you in.

Our kitchen will remain closed

For the time being, please bring along any hot or cold drinks you wish to enjoy during your appointment.

Our reception team will stay as paperless as possible

While we are just a phone call or an email away, there will be times when we don't have reception staff on site. Email, phone, and online systems will remain our primary ways of helping you with reception matters. We encourage you to call or email reception to discuss any questions or concerns, rather than staying in the waiting area.

Telehealth options remain to avoid cancellations

It is important that you do not come to the clinic if you feel at all unwell.

If you or your psychologist feel at all unwell on the day of your appointment, we will convert your booking to a web or phone-based session. Symptoms can arise suddenly, so there may be times when your appointment will need to switch from face to face to telehealth to accommodate this.

If you are not able to attend your face to face appointment and do not wish to switch to telehealth, our cancellation policy will apply. Similarly, if your psychologist cannot offer a face-to-face appointment due to their own symptoms, we appreciate your flexibility in allowing the session to be run via telehealth. Being flexible with the use of telehealth will help avoid cancellation fees and allow us to keep serving you.

Hygiene Considerations

- Hand sanitiser will be available, and we ask that you please use it on entry to the clinic.
- Please be assured that we have a comprehensive cleaning and disinfecting routine in place, and are taking care to clean as needed between clients, both in our common areas and in our therapy rooms.

By adopting these temporary measures, we hope to ensure everyone feels safe and comfortable seeing their psychologist in our rooms. We look forward to the time where we can spend more time mingling in the sanctuary of our clinic once more.

Thank you for your support, we are glad to be able to support you in returning to face-to-face sessions.

All the best,

The Mindful Psychology team