



### **Updated COVID Safe Information**

Mindful Psychology  
1<sup>st</sup> November, 2020.

Thank you for your continued support for our COVID safety measures. Please be mindful of the steps we are currently taking to ensure everyone's safety at face-to-face appointments in our clinic.

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#### **Our Waiting Room**

- Our waiting room is once again in use, with 1.5m social distancing, and a maximum number of people that can be accommodated at one time.
- Hand sanitiser is available, and we ask that you use it on entry to the clinic.
- We recommend bringing your own water or beverages if possible, however we do have water available.

#### **Cleaning and Hygiene**

- Our clinic is routinely cleaned and disinfected, both in our common areas and in our therapy rooms.

#### **Paperless Service**

- Where possible, we are using online intake and clinical forms, to minimise handling of pens and paperwork.
- Receipts continue to be issued by email.
- We have a number of cashless payment options for your convenience:
  1. Eftpos in the clinic
  2. Secure storage of your card details, so we may process your payment without using your card.
  3. Direct deposit to our account

## Telehealth Options for your Appointment

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

If you or your psychologist feel unwell on the day of your appointment, we can convert your booking to a web or phone 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.** Cancellations within 24 hours are charged at the full session fee. 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.

Thank you for your support of these COVID safe measures. We are glad to be able to offer face-to-face sessions, and will do all we can to keep us COVID-free.

All the best,

The Mindful Psychology Team