

## COVID SAFE INFORMATION

Mindful Psychology  
Updated 1<sup>st</sup> May, 2022

Thank you for your continued support of our COVID safety measures. It is important to us to do everything we can to try to ensure the health and safety of our clients, staff and visitors at all times.

Whilst we are taking all reasonable steps to reduce the risks of COVID-19, by booking an appointment in person, you understand and accept that there is a risk that you may be exposed to COVID. You also understand and accept that we are not able to control the risk of COVID in the communal spaces (such as the bathrooms).

Please be mindful of the following steps we all need to take for everyone's best interests while you're in our clinic.

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### Attending the clinic

- **If you are experiencing any cold or flu symptoms, do not come to the clinic.** Please notify us and we'll arrange a Telehealth appointment for you, or reschedule if needed.
- To help maintain social distancing in the clinic, please wait until 5 minutes before your appointment time to enter the clinic, and do not enter if there are already 2 people in the waiting room. Wait outside or in your car and phone us to advise your arrival.
- As per current Qld Govt guidelines, if you are a close contact (to a COVID-19 positive case) you must wear a mask at all times in the clinic. This includes the waiting room, the consulting room, and all communal areas. If you cannot wear a mask for medical or mental health-related reasons, please discuss this with us before you attend. In most cases your appointment will be converted to Telehealth.

### Our waiting room

- You are required to wear a mask at all times in the clinic, and to maintain a distance of 1.5 metres (from anyone outside your household) in the waiting room. If this is not possible, please wait outside or in your car and notify us.
- Hand sanitiser is available at various points in the waiting area, and we ask that you use it on entry to the clinic. However, please note that frequent hand washing is the most effective way to reduce the spread of COVID.
- 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 consulting rooms.

We pay particular attention to all touch points such as doors, doorhandles and tables.

- We will keep as many doors and windows open as possible, whilst maintaining privacy.

#### **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 credit card details, so we may process your payment without using your card;
  3. Direct deposit to our account.
- To assist in minimising risk for our reception staff, we prefer not to accept cash payments.

#### **Telehealth options for your appointment**

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

If you have an in-person appointment booked, and you or your therapist 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 at short notice 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 may apply. Cancellations within 24 hours are charged at the full session fee. Similarly, if your therapist cannot offer a face-to-face appointment due to their own symptoms, we appreciate your flexibility in allowing the session to be conducted via Telehealth.

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

If you have any questions or concerns about this information, please don't hesitate to discuss these with us.

All the best,

The Mindful Psychology Team

