

**BAYSIDE FAMILY MEDICAL (BFM)
CLINICAL PSYCHOLOGY SERVICES – DR ALICIA PAPAS**

UPDATED: 1st JANUARY 2021

***Clinical Psychology services during COVID-19 pandemic:
Telehealth sessions continue in January 2021 until further notice; in-clinic
consultations returning 16th January (Saturday mornings only)***

In January 2021, Dr Alicia Papas (Clinical Psychologist) will continue to provide psychological services for all mental health issues via Telehealth. This is in light of recent community transmission of COVID-19 in the south-east suburbs of Melbourne.

From 16th January 2021, Dr Alicia Papas will be returning to the clinic to consult in-person on **Saturday mornings only**. Saturday clients will have the option of continuing with Telehealth if this is preferable.

Telehealth includes consultations via both **online videoconferencing** and **telephone**. Dr Alicia Papas prefers online video sessions (using BFM's online system, Hotdoc). She provides the usual **50+ minute** consultations via Telehealth, as well as a **30 minute** option.

Please note: there is no 30 minute option for in-clinic sessions.

Fees and Rebates:

For all clients with a valid Mental Health Care Plan (MHCP) or Eating Disorder Plan (EDP) from your GP, you will be eligible to continue receiving Medicare rebates. Currently, the number of sessions that can be rebated is 20 per year (MHCP) or 40 per year (EDP).

Clinical Psychology: Standard in-clinic Fees (from January 2021)

Psychologist	Type	Consult duration	Fee	Medicare rebate*	Out-of-pocket gap
Dr Alicia Papas	Clinical	50-60 min	\$205 (weekdays) \$175 (concession) \$220 (Saturdays)	\$128.40	\$76.60 (weekdays) \$46.60 (concession) \$91.60 (Saturdays)
Dr Alicia Papas	Clinical	30 min (Telehealth only)	\$125 (weekdays) \$135 (Saturdays)	\$87.45	\$37.55 (weekdays) \$47.55 (Saturdays)

**Medicare rebates apply if you have a valid MHCP/EDP from your GP*

Dr Alicia Papas' availability during COVID-19 response:

Mondays 10:00am – 7:00pm
Thursdays 10:00am – 7:00pm
Saturdays 10:00am – 12:00pm

(Sat afternoons available on request)

FREQUENTLY ASKED QUESTIONS (FAQs)

What is telehealth?

Telehealth means that health services (e.g., psychology; medical) are provided online or via telephone. When telehealth is online, this is achieved through video conferencing – basically the psychologist and client can see each other via computer/laptop/smartphone etc. This still provides a face-to-face session and allows for the best possible assessment and intervention options.

Is telehealth effective?

There is no difference to the quality of psychology services if received in person or online – research shows they are both equally as effective. In fact, people that live rurally or remotely often rely on telehealth services to receive healthcare.

How does telehealth work?

As long as you have an electronic device with a camera and microphone, telehealth via video is easy to use. When you receive your SMS reminder with your appointment details, a weblink to access your video session via Hotdoc will be included. Simply click on the link at the time of your appointment and you will see your Psychologist appear on the screen! If your Psychologist is not there, just wait a few minutes as they may be finishing up with another client.

If you have a telephone appointment, your Psychologist will ring you on your preferred phone number.

What should I do to prepare for the telehealth session?

We recommend using a private room at home where you will not be disturbed during your session. For online video sessions, you can use any of the following electronic devices as long as they have a camera and microphone: computer (PC); laptop; tablet; smart phone; iPhone.

Please ensure that you have connected via audio, your volume is turned on and you're not on mute.

You can also use headphones or earphones so only you can hear your Psychologist.

Are online telehealth services safe and secure?

Telehealth sessions will also be confidential between therapist and client.

It is noted that the privacy of any form of communication via the Internet or a mobile device is limited by the security of the technology, however all psychologists will take reasonable steps to ensure video-conferencing technology meets privacy obligations.

What if I don't have a Mental Health Care Plan or Eating Disorder Plan?

You can consult with your GP first for an assessment to see if you are eligible for a Mental Health Care Plan (currently up to 20 sessions in a 12-month period or per calendar year) or Eating Disorder Plan (up to 40 sessions per calendar year). Alternatively, you can claim for psychology sessions through your Private Health Fund if you have psychology extras – please check with your health fund if you are unsure.

How do I pay for my session?

You can call our reception team either directly before or after your appointment and pay for your session over the phone with a credit card - our receptionists will also issue your rebate to Medicare if applicable. To avoid calling reception to make payment each time you have an appointment, your credit card details can be saved on your patient file at your request and our reception team will process your payment efficiently at the end of your session.

Am I eligible for bulk billing of Psychology consults?

Our Psychologists are continuing to provide the same quality mental health services via telehealth, thus in-clinic consultation fees will be applicable. We understand that the current pandemic is placing financial stress on some of our patients, therefore our Psychologists will consider reducing fees for individuals who are experiencing genuine financial hardship. Please discuss your situation directly with your Psychologist.

Does my Private Health Fund cover my psychology telehealth sessions?

If you do not have a valid Mental Health Care Plan or Eating Disorder Plan from your GP, as with standard in-clinic psychology appointments, your Private Health fund may cover some of your session costs if you have Psychology Extras. Please check with your provider prior to your first telehealth session.

Do late cancellation fees apply to telehealth sessions?

Yes. The same conditions apply to telehealth sessions as they do for usual in-clinic sessions. This is because failure to cancel appointments with more than 24 hours notice means that your appointment time cannot be offered to someone else and the Psychologist's time is also left unutilised. If you can no longer attend your scheduled telehealth session, please ensure you cancel at least 24 hours ahead of your appointment time.