

POLICY

Telehealth Policy



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Telehealth Policy

Purpose of this Policy

This policy outlines how telehealth services are provided and the responsibilities of both the practitioner and the client. Telehealth is offered to improve accessibility while maintaining privacy, safety, and professional standards.

What Is Telehealth

Telehealth involves providing therapy services via secure video or telephone platforms rather than in-person sessions.

Telehealth may not be suitable for all clients or all circumstances. Suitability is reviewed on an ongoing basis.

Consent for Telehealth

Informed consent is required before commencing telehealth services. By participating in telehealth, clients acknowledge that they understand the benefits and potential limitations of receiving services remotely.

Consent may be withdrawn at any time.

Privacy and Confidentiality

The practice uses secure platforms to protect privacy.

However, telehealth may involve some additional privacy risks beyond the practitioner's control.

Clients are responsible for:

- Being in a private, quiet space during sessions
- Using a secure and stable internet connection
- Ensuring others cannot overhear the session

Sessions will not be recorded without explicit consent.

Technology and Technical Issues

Clients are responsible for having:

- A suitable device
- Reliable internet or phone connection

If technical issues interrupt a session:

- Reasonable attempts will be made to reconnect
- The session may continue by phone where appropriate
- If the session cannot continue, arrangements will be discussed

Safety and Crisis Support

Telehealth services are not designed to provide crisis intervention.

At the start of telehealth services, clients may be asked to:

- Provide their current location
- Provide an emergency contact

If there is concern about immediate safety, emergency services may be contacted as part of duty of care obligations.

Boundaries and Communication

Telehealth sessions are conducted during agreed appointment times only.

Therapeutic support is not provided via email, text message, or social media outside scheduled sessions, except for administrative purposes.

Fees and Cancellations

Telehealth sessions are billed in the same way as in-person sessions.

Cancellation and non-attendance requirements apply as outlined in the Cancellation & Non-Attendance Policy.

Review

Telehealth arrangements may be reviewed or changed if:

- Client needs or circumstances change
- Telehealth is no longer clinically appropriate
- Safety or privacy concerns arise

Contact details

Our contact details are as follows:

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Date of Telehealth Policy: 10.11.2025

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Thank you!