

## PRIVACY POLICY

### ***Confidentiality***

All personal information gathered by Keystone Psychology during the provision of psychological services to you will remain confidential and secure, except where:

1. It is subpoenaed by a court; or
2. Failure to disclose the information would place you (the client) or another person at serious and imminent risk; or
3. Your prior approval has been obtained to
  - a. Provide a written report to another professional agency e.g. a lawyer; or
  - b. Discuss the material with another person e.g. a family member or employer; or
  - c. If disclosure is otherwise required or authorised by law

If you have been referred to Keystone Psychology by another healthcare professional (for example your GP), we may provide them with information about your treatment. If you do not want a referrer to be provided with information about your treatment, please advise your treating psychologist from the outset. Please note, in some instances, this may render you ineligible to receive Medicare rebates.

In instances where your mental health is assessed and/or treated by other mental health professionals who are external to the practice (e.g. a psychiatrist or psychologist at a hospital), they may contact your psychologist at Keystone Psychology. Your psychologist may disclose information regarding your engagement and treatment to assist them in caring for you. If you do not want an external mental health professional to be provided with information about your treatment, please advise your treating psychologist from the outset.

Your psychologist engages in professional development which involves them discussing their experience of clients and treatment plans with other mental health professionals. This is in line with principles of best practice. If you would like more information about what your psychologist may discuss, please raise this with your psychologist.

Specific details pertaining to confidentiality when working with young people will be discussed at the commencement of treatment. We aim to create a safe, confidential place for young people to talk freely while maintaining appropriate and agreed levels of communication with the young person's parents/guardian.

### ***Collecting and Holding Information***

Information is gathered as part of the assessment, diagnosis and treatment of your condition. The information is retained in order to document what happens during sessions, and it enables the psychologist to provide a relevant and informed psychological service. Electronic records and paper records are held securely.

### ***Access to Client Information***

You (as a client) are entitled to access the information Keystone Psychology hold about you, unless relevant legislation suggests otherwise. Your psychologist can discuss appropriate forms of access with you.

### ***Privacy in online communications***

The privacy of any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology. Please be aware that email communication may not be secure and should contain minimal personal information. We use email for administrative purposes and general communication as appropriate. Please let us know if you would prefer not to be contacted via email.

### ***Telehealth appointments***

Keystone Psychology are equipped with a secure online video conferencing platform to facilitate Telehealth appointments that allows us to meet with clients so long as they have access to a device with an internet connection. Unlike traditional video conferencing, the platform we are using (Healthdirect Video Call) does not require clients to have an account, special software or dial-in details. The service uses high-quality encrypted

video technology. You'll simply click a link that we provide, and we engage with you the same way we would normally, except we join you in an online waiting area rather than a physical one. You will be provided an information leaflet about Healthdirect Video Call.

Keystone Psychology will not make recordings of our sessions or use material from our sessions for purposes other than delivering a service to you. We ask you to respect our privacy by agreeing not to make recordings of our sessions and not to use materials from our sessions for purposes other than therapy. If you wish to record sessions or use session material for other purposes, you must seek our consent to do so.

To optimise your Telehealth experience, we ask that you ensure your browser and computer is up to date to be able to accommodate the video conferencing platform. Please ensure you are ready a few minutes prior to the appointment and log-in to the virtual waiting room. Try to have your appointments in a place that is free from distractions, and in a location where you have privacy and feel secure. If there are others nearby, let them know in advance that you are having an appointment, to minimise unnecessary disruptions.

If at any stage you are not feeling comfortable with the video conferencing medium, and would prefer to speak over the telephone, please discuss with your psychologist.