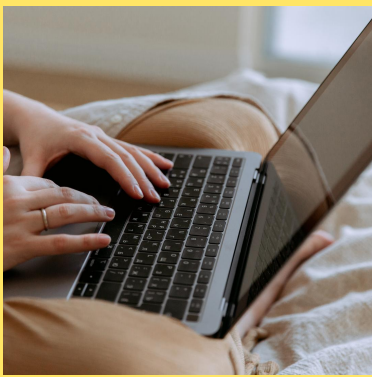


# Making a Telehealth Appointment

**YOUR SCHOOL COUNSELLING TEAM ARE HERE TO SUPPORT YOU EVEN WHEN YOU ARE NOT AT SCHOOL. WE CAN OFFER VIDEO CONFERENCE, EMAIL OR PHONE SESSIONS.**



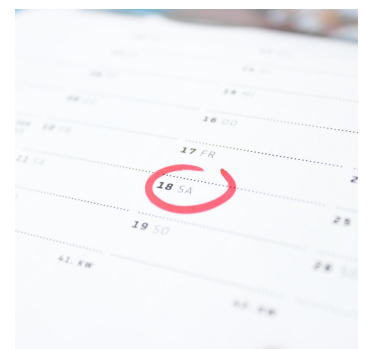
## 1.) REQUEST AN APPOINTMENT VIA EMAIL

Email the team if you are a new student  
[Counsellingwellbeingteam@mlmc.vic.edu.au](mailto:Counsellingwellbeingteam@mlmc.vic.edu.au)  
or

Email your individual counsellor to request an appointment.

Let us know if you would like a video conference, phone call or email contact.

## 2.) A MEMBER OF THE TEAM WILL CONFIRM A DATE AND TIME WITH YOU VIA EMAIL

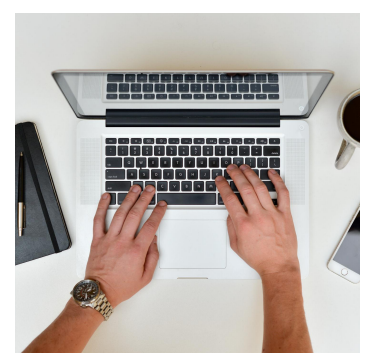


## 3.) PREPARING FOR YOUR SESSION

- Have your laptop or iPad charged and ready.
- Choose somewhere quiet and comfortable with good lighting.
- Make sure you have an up to date version of Chrome, Firefox or Safari.

## 4.) 5 MINUTES BEFORE YOUR APPOINTMENT

- Login to your email and click on the link provided by your counsellor.
- Remember to provide your counsellor with a backup telephone number just in case there are internet issues.
- Try to ensure you will not be disturbed during the session. Consider putting a sign on your door or use headphones.



**Let's  
Talk**

## 5.) YOU ARE NOW READY FOR YOUR TELEHEALTH SESSION.



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MERCY COLLEGE**

# Reminders about Telehealth

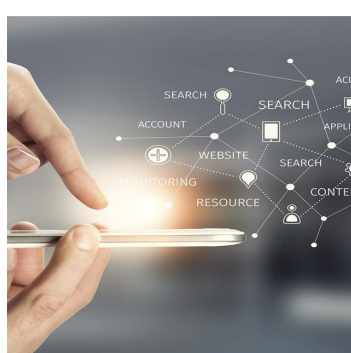


TO ACCESS COUNSELLING VIA TELEHEALTH, YOU WILL NEED ACCESS TO A QUIET, PRIVATE SPACE; AND AN APPROPRIATE DEVICE, (I.E. SMARTPHONE, LAPTOP, IPAD, COMPUTER, WITH A CAMERA, MICROPHONE AND SPEAKERS) AND A RELIABLE BROADBAND INTERNET CONNECTION.



ENSURE THAT YOU ARE IN A WELL-LIT AREA SO YOUR COUNSELLOR CAN SEE YOU. DO NOT SIT DIRECTLY IN FRONT OF OPEN WINDOWS OR OTHER BRIGHT LIGHT SOURCES.

THE PRIVACY OF ANY FORM OF COMMUNICATION VIA THE INTERNET IS POTENTIALLY VULNERABLE AND LIMITED BY THE SECURITY OF THE TECHNOLOGY USED.



TO SUPPORT THE SECURITY OF YOUR PERSONAL INFORMATION THIS PRACTICE USES COVIU WHICH IS COMPLIANT WITH THE AUSTRALIAN STANDARDS FOR ONLINE SECURITY AND ENCRYPTION.

YOU MAY HAVE TO WAIT FOR YOUR COUNSELLOR TO JOIN YOU. WHILST WAITING YOU WILL EITHER SEE A BLANK SCREEN WITHIN THE APPLICATION, OR SEE YOURSELF UNTIL YOUR COUNSELLOR DIALS IN. WE WILL DO OUR BEST TO BE PROMPT BUT OCCASIONALLY THERE MAY BE A DELAY.

TELEHEALTH IS AVAILABLE WEEKDAYS DURING SCHOOL TERM FROM 8.30AM UNTIL 4PM

SESSIONS WILL USUALLY RUN FOR 30MINS



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