

## Telehealth at PsyAx

### What is PsyAx?

PsyAx is a counselling centre, private memory clinic, and diagnostic neuropsychology service. We work with people who may be experiencing psychological distress or difficulties with their memory, concentration, or other types of thinking skills.

### What is Telehealth?

Telehealth sessions are video meetings over [Zoom](#), [FaceTime](#), or [Skype](#). At PsyAx, we offer clients counselling, neuropsychological assessments, and medicolegal assessments via telehealth.

### What do I need for telehealth counselling?

- privacy and a quiet place
- a light source on your face so you and your clinician can see each other well
- a good internet connection
- access to [Zoom](#), [FaceTime](#), or [Skype](#)
- fully charged devices with chargers nearby
- headphones (optional)

### What do I need for telehealth assessments?

In addition to the above, for neuropsychological and medicolegal assessments you will also need:

- an internet-connected computer, laptop, iPad, or tablet with the [Zoom](#) app on it
- a mobile phone with [Skype](#) or [FaceTime](#) on it
- a table or flat surface you can sit at that is at least 1.5 metres wide
- a mobile phone stand, a book, or something similar to rest your mobile phone against so it can point towards you

### How do the telehealth video calls work for assessments?

For assessments, we use ***two video calls at the same time*** to give your clinician a better view. We use [Zoom](#) on the large screen in front of your face and [FaceTime](#) or [Skype](#) on your mobile to the side.

### I'm worried I'm not set up properly for a telehealth assessment

If you're not sure about your setup, please contact us or the person who organised the assessment to make sure you have everything set up. If you prefer, you can also choose to have a support person with you at the assessment to help you set it up.

### What devices should I use?

We recommend an iPad or a laptop for the larger screen and a mobile phone for the smaller screen.

### I haven't used Zoom, FaceTime, or Skype before

If you haven't used them before, we recommend you download the apps before your appointment and practice using them.

### Need help? More questions?

Visit [psyax.com.au/telehealth](http://psyax.com.au/telehealth), call 1300 455 677, or email [info@psyax.com.au](mailto:info@psyax.com.au) with any questions.

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