

Telehealth Informed Consent

Continuum Teletherapy and Allied Health

Patient Consent | Version 0.7 | 12 August 2026 | ABN 34 698 399 058 | ACN 698 399 058

This document explains what telehealth care with Continuum Teletherapy and Allied Health involves, so that you can give informed consent before your appointment. You will be asked to confirm your consent at the time of booking and again verbally at the start of your first session. You can ask questions at any time.

In a dental or medical emergency

Continuum does not provide emergency care via telehealth. If you are experiencing acute pain, swelling, trauma, or any medical emergency, do not wait for a telehealth consultation. Contact your nearest emergency service, hospital emergency department, or Healthdirect on 1800 022 222. For life threatening emergencies, call 000 immediately.

1. How your care is delivered

Your appointment takes place by real time video. Your practitioner is a registered health professional engaged through the Continuum platform, working within their own professional scope.

After you book, we send you an optional oral health questionnaire by email. Completing it is entirely up to you. Declining it, or simply not completing it, will not affect your appointment or your care in any way. If you do complete it, you receive your oral health risk result at no cost, and if anything in your answers needs urgent attention we contact you directly at no cost.

A written Personalised Oral Health Care Plan is available separately for \$19.95 including GST. It is optional and it is only available to Continuum patients. The price is shown to you before you begin the questionnaire.

An oral health consultation with the Clinical Director, who is a registered dentist, is a separate optional booking. It is not part of your allied health appointment and it is not included within it.

There is also a free oral health screening on our website that anyone can use. It runs in your browser and none of your answers are stored or sent to us. At the end of it you may optionally give your name and email address to receive a free resource, which is entirely your choice and is never required. Using the screening does not make you a patient. It is a different thing from the questionnaire and the care plan described above.

2. The limitations of telehealth

Telehealth has limits, and it is important you understand them before consenting. Your practitioner cannot perform a physical examination during a video appointment. Telehealth is not a substitute for in person care, and some conditions require in person assessment or

treatment. Telehealth is not emergency care. In an emergency, call 000 or contact Healthdirect on 1800 022 222.

3. If telehealth is not suitable

Telehealth is not appropriate for every situation. If your practitioner considers that telehealth is not clinically suitable or safe for your care, they may stop or reschedule the session, recommend that you attend in person, provide a referral, or direct you to urgent or emergency services. This is always to keep you safe, and your practitioner will explain why.

4. Technology and connection

Telehealth depends on the quality of your internet connection and your device. Technical problems can interrupt or limit a session, and poor audio or video quality can affect what your practitioner is able to assess. If your session disconnects, your practitioner will try to reconnect or contact you using the details on file. If it is not safe or practical to continue, your session will be rescheduled or your care directed to another pathway.

5. Your information and consent to its use

By consenting to telehealth care, you also consent to Continuum collecting, storing, using, and where necessary disclosing your personal and health information for the following purposes: providing your treatment and care; coordinating your care with relevant treating providers, such as your GP, dentist, specialist, or allied health practitioner, with your consent; communicating with your carer or support coordinator where you have provided their details and agreed to this; administration, bookings, and billing; and claiming funding through the NDIS, Medicare, or a private health fund where applicable.

Your information is collected and handled in accordance with our Privacy Policy, the Privacy Act 1988 (Cth), the Australian Privacy Principles, and the Health Records and Information Privacy Act 2002 (NSW). Clinical records are stored securely in Halaxy, an Australian hosted practice management system.

6. Where your information is held

Your clinical records are held in Australia. The oral health questionnaire and care plan systems are hosted in Australia, and the artificial intelligence tools we use are configured to Australian regions only.

Some of our supporting systems are based overseas. Our marketing email provider holds only your name and email address and never holds health information. Our online forms provider holds your form responses until they are transferred into your clinical record. Our practice management system is Australian hosted but uses some overseas sub-processors for parts of its service. Our website uses Google Analytics to measure how the site is used, and the find a dentist feature on our website passes a postcode or a location you choose to share to Google Maps in order to run that search.

Our Privacy Policy lists every system, what it holds, and where it is located.

7. Use of artificial intelligence

We use artificial intelligence tools to support our service and we are transparent about this. During your consultation your practitioner may use an AI clinical scribe to help write the clinical note. It does not keep an audio recording of your consultation, it keeps only the written note, and it hosts data in Australia. Your practitioner reviews and approves every note.

If you choose to purchase a Personalised Oral Health Care Plan, the first draft is prepared with the help of an AI tool hosted in Australia. Your name is removed before anything is sent to it. Every plan is then read, edited where needed, and approved by the Clinical Director before it is sent to you. No plan reaches you without her approval.

All clinical decisions are made by your registered practitioner. Your practitioner will tell you when the scribe is being used, and declining its use will not affect your access to care or the quality of your care. Our Privacy Policy explains this in full.

8. Recording of appointments

Your video appointment is not recorded. Only the written clinical note, which your practitioner reviews and finalises, is kept in your clinical record. Telephone calls to our reception line may be recorded for appointment management and quality purposes.

9. Your right to withdraw consent

You may withdraw your consent to telehealth care at any time, before or during an appointment, without affecting your right to access care through other means. You do not need to put it in writing. Telling your practitioner or our reception team is enough. If you withdraw consent during a session, the session will stop and we will help you understand your options for continuing care.

10. If you need urgent care

If an urgent situation arises during or after your appointment, your practitioner will direct you to the appropriate service. For a medical or dental emergency, call 000 or contact Healthdirect on 1800 022 222. For mental health support, you can contact Lifeline on 13 11 14 or Beyond Blue on 1300 22 4636.

11. Financial consent

The fee for your appointment is confirmed with you before you book, so that you can give informed financial consent. We do not require a deposit. Where you are paying privately, we securely store your card at the time of booking and charge the consultation fee shortly after your consultation begins. Where your care is funded, for example through the NDIS or a workers compensation claim, we invoice the funder and do not hold your card.

Where you are claiming a Medicare rebate under Better Access, the amount you pay out of pocket depends on whether your psychologist holds a clinical endorsement, and we tell you the amount that applies to you before your first appointment.

The oral health consultation with the Clinical Director is \$195 for 60 minutes. It is private pay only. It is not funded by the NDIS and there is no Medicare rebate for it. The Personalised Oral Health Care Plan is \$19.95 including GST and is optional.

We ask for at least 48 hours notice to cancel or reschedule an appointment. If you cancel or reschedule with less than 48 hours notice, 50 per cent of the consultation fee is charged to the card we hold on file. This is a late cancellation charge, not a deposit.

Our Terms and Conditions set out the full booking, cancellation, non-attendance, and refund terms, and these are provided to you before your appointment is confirmed. Private health fund and Medicare rebates may not apply to all telehealth services and should be confirmed with your fund or with Services Australia. Where your care is funded through the NDIS, the funding arrangement is confirmed with you before your appointment.

12. Marketing communications

Consent to receive marketing emails is completely separate from consent to care, and it is optional. If you choose not to receive them it makes no difference to your access to care or to the care you receive. We hold only your name and email address for this purpose and no health information is used for marketing. You can unsubscribe at any time.

13. Your acknowledgement

By booking and attending an appointment with Continuum, you confirm that you have read and understood this document, that you have had the opportunity to ask questions, that you consent to telehealth care, and that you consent to your information being handled for the purposes set out above. Consent is confirmed at booking via Halaxy and verbally at the start of your first session.

Patient name	
Date of birth	
Consent confirmed (date)	
Method	Confirmed at booking via Halaxy and verbally at the start of the first session

14. Contact

Questions about telehealth consent can be directed to support@continuumteletherapy.com.au or 1800 565 565. For full information about how we handle your personal information, see our Privacy Policy at continuumteletherapy.com.au/privacy-policy. For details of our scope of practice, see continuumteletherapy.com.au/clinical-governance.

15. Document control

Version	Date	Author	Change summary
0.3	27 May 2026	Dr Sandhya Jaswal	Entity updated. Superseded.
0.5	11 August 2026	Dr Sandhya Jaswal	NEVER ISSUED. Stated a 50 per cent deposit at booking, which was incorrect.

Version	Date	Author	Change summary
0.6	11 August 2026	Dr Sandhya Jaswal	Section 11 corrected to the true payment model: no deposits, card stored at booking, fee charged shortly after the consultation begins, funders invoiced with no card held, 50 per cent recharacterised as a late cancellation charge under 48 hours notice. Section 6 added. Reception call recording disclosed at section 8. AI phone receptionist removed.
0.7	12 August 2026	Dr Sandhya Jaswal	Section 1 updated to disclose the optional resource email capture at the end of the free oral health screening. Section 6 updated to disclose Google Analytics and the Google Maps find a dentist feature.

This document must be reviewed annually or following any material change to our service model, systems, or the regulatory environment. The current version supersedes all previous versions.