

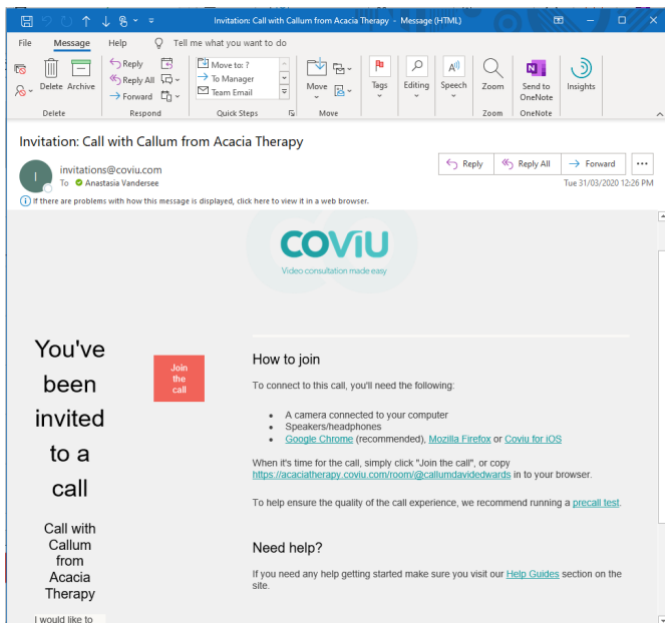
ACACIA THERAPY – STEP BY STEP GUIDE

BEFORE A TELEHEALTH SESSION

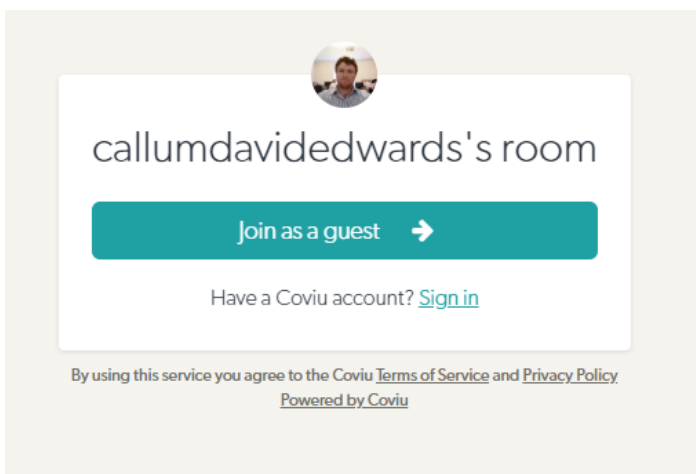
Your therapist may be in contact with you via email before your session with a plan or a list of resources required for the session. It is important you communicate with your therapist if you have any difficulty accessing the email or the resources.

STEP BY STEP GUIDE TO TELEHEALTH:

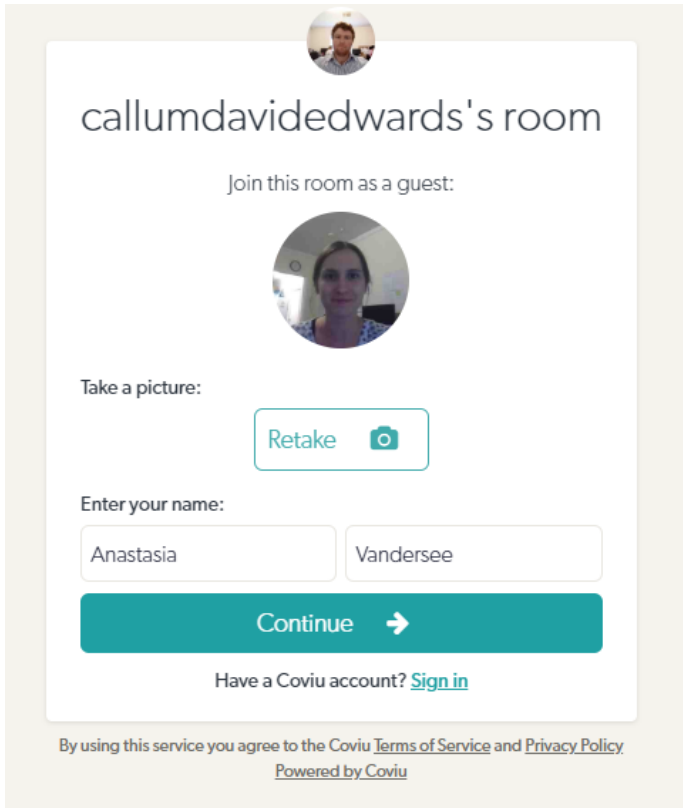
Step 1) You will also receive an email from your therapist with a link to join the call.



Step 2) Once you click ‘Join the call’ in your email, it will take you to an internet browser. You should then click ‘Join as guest’.



Step 3) You will then be asked to enter your name and take a photo of yourself. Once completed, press 'Continue'. This step is part of CoviU's security protocol as it helps to identify you.



Step 4) Next, you will be asked to give consent to partake in the telehealth session. After reading, if you consent, please tick 'I consent' and then click 'Let's go'.

Informed Consent

We want to make sure you are aware that:

- A video consultation will not be exactly the same, and may not be as complete, as a face-to-face service.
- There could be some technical problems that affect the quality of a video visit.

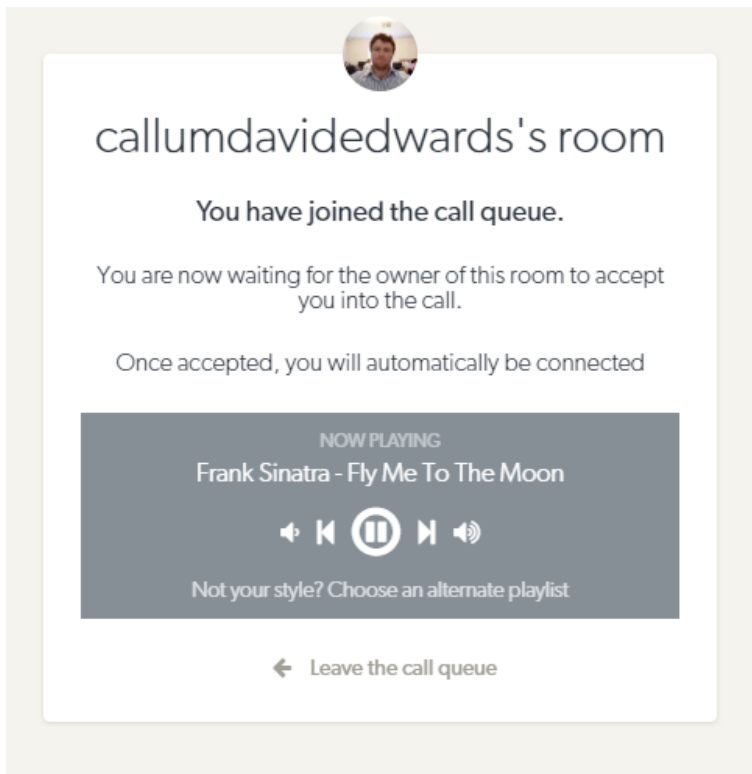
Please confirm you understand the limitations of a health service provided online and are happy to proceed.

- If the video visit does not achieve everything that is needed, you will be given a choice about what to do next. This could include a follow up face-to-face visit, or a second video visit.
- You can change your mind and stop using video consultations at any time, including in the middle of a video visit.
- This will not make any difference to your right to ask for and receive health care.

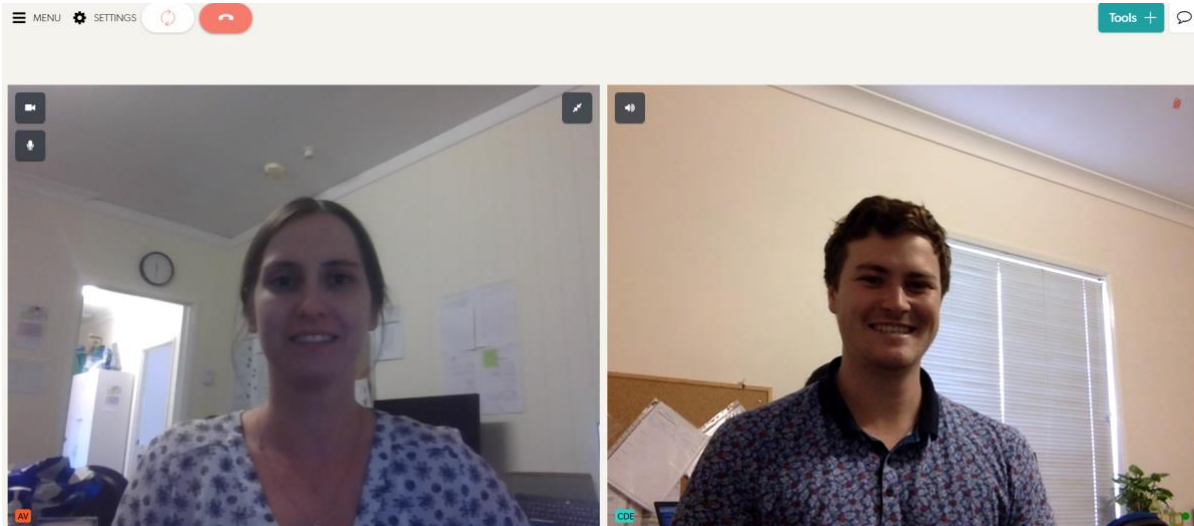
I consent

Let's go

Step 5) You may then have to wait until your therapist accepts you into the call.



Step 6) Once accepted, you will see yourself and your therapist on the screen.



Please remember that Acacia Therapy is here to assist you. If you have any questions or technical issues, please contact us on 46 001 343 or 0427 820 532.

Visit <https://www.acaciatherapy.net/> for more information