Online Video Consultations

Updated: 19/09/20

Coviu

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 during video consultations, I use a web-based telehealth software platform called Coviu.

Coviu was developed at the CSIRO and is compliant with Australian standards for online security and encryption.

Commencing Your Appointment

To commence your appointment, click on the link provided in your appointment confirmation email or text message reminder. Contact me by phone if you encounter any difficulties.

Preparation

You will need access to a space that is quiet and private, and that feels relatively secure.

If calling from home, a supportive chair and/or some floor space would be ideal. I encourage you not to attend the appointment from your bed if possible.

Wear comfortable clothing that will allow for some movement and is similar to what you might wear to an in-clinic consultation.

Consider reserving some time for yourself before the appointment so that you can orient to the session, as well as some time and space after the appointment to support the integration of whatever we have worked with and the transition back to your activities of everyday life.

During the consultation, rest your device on a flat and stable surface, rather than holding the device in your hands or resting it in your lap. This will enable you to move your body and hands, and also keeps the background image still.

Position the device so that I can see your face and torso. Ensure that your face is adequately lit, and avoid bright lights, strong patterns, or moving objects in the background.

Video consultations may be subject to limitations such as an unstable network connection, which may affect the quality of the consultation. If the connection is poor or drops out during the consultation, we might refresh the connection, or switch to a phone consultation instead.

Orientation

It can help to remember that a psychological therapy consultation conducted by video call is different from a social video call or business call. If you have previously attended an appointment in my consulting room, you may also find that your video consultation feels a little different from your usual in-clinic consultation. I will take some time to orient you to this new format during the initial consultations.

In addition to talking, we may do some gentle movement, embodied-awareness, or mindfulness-based practices, just like we would do in an in-clinic consultation. If you're calling from home, you might like to have some props on hand to support this, such as a cushion or blanket.

Coviu has a range of tools that we may also use during the consultation, including a whiteboard, and the capacity to screenshare, transfer files, and type messages.

Technical and Set-Up Requirements

Coviu requires an internet connection with a minimum speed of 350Kbps for both upload and download. You

can test your connection here:
https://www.speedtest.net

Coviu will run on all modern computers and smart devices such as phones and tablets. Most laptops that are from 2010 and later will have an inbuilt camera, speaker and microphone. If your laptop is from before 2010 you will need to investigate your hardware. To check if your machine is Coviu ready, visit this website:
https://tools.coviu.com/precall/

If you are using a computer, you will need to access Coviu through a Google Chrome web browser, which you can download here:
https://www.google.com.au/chrome/

If you have spyware or antivirus software on your computer, you will need to disable it prior to the call.

If you are using an iPhone or iPad, make sure it is updated and running Safari 12+. For older devices, you will need to download and use the old Coviu App, but don't use this App if your device is up to date:
https://apps.apple.com/au/app/coviu/id1124283468

You can also read more about Coviu here:
https://www.coviu.com

Further Information

Additional appointment information is available on my website: http://danielcostin.com

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