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**Defining counselling:
a practitioner's approach**

Doctor-turned-counsellor
Vicky Dawes on the
importance of counsellors

**Mental wellness in a time
of crisis recovery**

Black Dog Institute executive
director Professor Sam Harvey
shares his insights

defining
COUNSELLING

Part 2

Technology Update: Telehealth



Photo: Pexels

Focus on CoviU, trusted by over 90,000 practitioners in Australia

Telehealth has been thrust into the mainstream since the COVID-19 pandemic limited physical access for many essential healthcare services. This created much-needed change in telehealth services – now with more people, from any location, having timely access to a broader number of healthcare services.

We asked CoviU, the platform that has conducted over seven million consultations, to share tips for choosing a telehealth video platform.

Bespoke telehealth software

CoviU is one of the most widely used telehealth solutions in Australia, with over 90,000 practitioners using the software – but there are many other options for health providers. General video platforms like Teams and Zoom offer reliable and easy-to-use video solutions, and bespoke telehealth

solutions such as Cliniko are tailored to suit health professionals. We asked CoviU to compare its product to these (see page 7).

Information for health providers about telehealth

- ▶ Telehealth guidance for allied health professionals – Allied Health Professions Australia (ahpa.com.au/wp-content/uploads/2020/06/AHPA-Telehealth-Guide_Allied-Health-Professionals-May-2020.pdf)
- ▶ Checklist for telehealth services – Australian Government ([mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/F47F4FC1848FAEC2CA25855D008395C9/\\$FILE/Factsheet-privacy-checklist-for-telehealth-services-20200804.pdf](http://mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/F47F4FC1848FAEC2CA25855D008395C9/$FILE/Factsheet-privacy-checklist-for-telehealth-services-20200804.pdf))
- ▶ Telehealth – Australian Digital Health Agency (digitalhealth.gov.au/initiatives-and-programs/telehealth)

This is not a paid review.

Questions to ask when choosing a telehealth video platform:

1. What function do I need this for now and in the future? Thinking about your goals in each subsequent step is important.
2. Can I afford it now and into the future? What pricing options are provided?
3. Can I try before I commit? Does the platform offer free trials?
4. Does it meet Australian relevant laws and legislations? Check privacy and information security requirements at the Office of the Australian Information Commissioner.
5. Where is the data stored?
6. Does it have the features and tools you need to conduct consultations?
7. Does it work on the devices you use?
8. Is the system regularly enhanced?
9. Is there adequate support? Are users kept well informed about changes or issues?
10. What is the uptime and availability like of the system? How fast is the system to use?
11. What is the usability like? Is it easy to use without training?

The story of CoviU

The CSIRO (Commonwealth Scientific and Industrial Research Organisation) and technologist Dr Silvia Pfeiffer's research into telehealth delivery platforms led to the creation of CoviU – a platform designed around healthcare professionals' needs and to meet Australian security and privacy requirements. The platform integrates video with everyday tasks, clinical tools and functions like making appointments, obtaining patient consent, performing assessments and making payments. Learn more about CoviU at coviU.com.

Table 1: Comparing the Coviu platform

		Coviu	Google Meet	Zoom	Microsoft Teams
Security	HIPAA compliance	✓	✓	✓	✓
	Security/privacy end-to-end Encryption (E2EE)	✓	✗	Yes, but limits certain features	Yes, but limits certain features
	Purpose-built for clinical use	✓	✗	✗	✗
Features	Browser based – no download required	✓	✓	Limited features	✓
	Consultation minutes	Unlimited	Capped at 60 mins* on free plan	Capped at 40 mins* on free plan	Capped at 60 mins* on free plan
	Clinical in-call tools	✓	✗	✗	✗
	Interactive whiteboard	✓	✓	✓	✗
	Patient waiting area	✓	✗	✗	✗
	Online appointment bookings	✓	✗	✗	✗
	Custom forms and post-session surveys	✓	✗	Some	✗
	PMS integrations	Some	✗	Some	✗
	Pre-call and in-call payments	✓	✗	✗	✗
Support	On demand phone and online support	✓	✗	✗	✗
	Live training sessions and guided implementation	✓	✗	By request	✗
Platform	Advanced reporting	✓	✗	✓	✓
	Manage multiple clinics/locations	✓	✗	✗	✗
	Fully white labeled	✓	✗	✗	✗
	Host on your own domain	✓	✗	✗	✗
	Single Sign On (SSO)	✓	✓	✓	✓

Source: Coviu @ 2021

Table 2: Competitors to Coviu

Company	Origin	Website	Competitive Features
HiDoq	AU	hidoq.com.au	■ Pay-as-you-go pricing (per consult) ■ 100 per cent money-back guarantee
Zoom for Healthcare	US	zoom.us/pricing/healthcare	■ 100+ end points ■ Virtual backgrounds
Doxy.me	US	doxy.me/en	■ Currency exchange with payment ■ 12 end points ■ Dedicated landing page, analytics for your organisation
Pexip Health	US	pexip.com	■ 100+ end points ■ Dial out to third parties for second opinion support ■ 30-day trial
Welio	AU	welio.com	■ 10 per cent of profits are dedicated to advocating for GPs ■ Text message consultations ■ No fees to some clinicians 'your time, your patients, your fee'
Neo Rehab	AU	neorehab.com	■ Pay per hour and monthly subscriptions options ■ Distance and angle measuring
GP Consults	AU	gpconsults.com.au	■ Pricing per individual clinician, and bundle/monthly options ■ Soon: 'Cub Care' – online healthcare for children (after hours, specialist doctors for children)
Doximity	US	doximity.com	■ Free service offering to some health professionals ■ Text messaging and customisable caller ID
Cliniko	AU	cliniko.com	■ Customisable health records and treatment notes ■ Split-bill payment, bundle and monthly options ■ Track product stock levels ■ Cliniko community forum

Source: Coviu @ 2021

Want to be published?

Submitting your articles to *Counselling Australia*

About *Counselling Australia*

Why submit to *Counselling Australia*? To get publishing points on the board!

Being published is part of career advancement for most professional counsellors and psychotherapists, particularly those who wish to advance in academia.

All peer-reviewed articles are eligible for OPD points and publishers can claim on their CVs to have been formally published. *Counselling Australia*, a peer-reviewed professional journal that is registered and indexed with the National Library (ISSN 1445-5285), is now calling for articles and papers for publication.

Counselling Australia is designed to inform and discuss relevant industry issues for practising counsellors, students and members of the Australian Counselling Association. It has an editorial board of experienced practitioners, trainers and specialists. Articles are invited to be peer-reviewed and refereed or assessed for appropriateness by the editor for publishing. Non-editorial staff may assess articles if the subject is of a nature as to require a specialist's opinion.

The quarterly journal is published every March, June, September and December.

Do you have a definition of counselling to share? We'd like to hear it.

**Email the editor
aca@theaca.net.au**

Editorial policy

Counselling Australia is committed to valuing the different theories and practices of counsellors. We encourage readers to submit articles and papers to encourage discussion and debate within the industry. Through their contributions, we hope to give contributors an opportunity to be published, to foster Australian content and to provide information to readers that will help them to improve their own professional development and practice. We wish to promote to readers the Australian Counselling Association and its commitment to raising the professional profile and status of counsellors in Australia.

Previously published articles

Articles that have been previously published can be submitted as long as permission to reprint accompanies the article.

Articles for peer review (refereed)

- Articles are to be submitted in MS Word format via email.
- Articles are to be single-spaced and with minimal formatting.
- Articles must be submitted with a covering page requesting a peer review.
- Attach a separate page noting your name, experience, qualifications and contact details.
- The body of the paper must not identify the author.
- Articles are to contain between 1500 and 5000 words.
- Two assessors, who will advise the editor on the appropriateness of the article for publication, will read refereed articles.
- Articles may be returned for rewording or clarification and correcting prior to being accepted.

Conditions

- References are required to support both arguments and personal opinions and should be listed alphabetically.
- Case studies must be accompanied by a signed agreement by the client granting permission to publish.
- Clients must not be identifiable in the article.
- The author must seek permission to quote from, or reproduce, copyright material from other sources and acknowledge this in the article.
- All articles, including those that have been published elsewhere, are subject to our editing process. All authors will be advised of any significant changes and sent a copy prior to the proofing of the journal for publication.
- Authors are to notify the editor if their article has been published prior to submission to *Counselling Australia*.
- Only original articles that have not been published elsewhere will be peer reviewed.
- *Counselling Australia* accepts no responsibility for the content of articles, manuscripts, photographs, artwork or illustrations for unsolicited articles.

Deadline

Deadline for articles and reviewed articles is 25 January, April, July and October. The sooner articles and papers are submitted, the more likely they are to be published in the next cycle. ■