

Pandion Health Policies & Procedures Handbook 2024

Table of Contents

1. Introduction

- Mission Statement
- Vision
- Core Values

2. Organizational Structure

- Company Overview
- Key Personnel and Roles

3. Services Offered

- Telehealth Services
- Areas of Specialization
- Booking and Appointment System

4. Client Interaction and Communication

- Appointment Scheduling
- Client Privacy and Confidentiality
- Feedback and Complaints

5. Clinical Operations

- Assessment and Treatment Protocols
- Telehealth Guidelines
- Emergency Procedures

6. Human Resources Policies

- Recruitment and Hiring
- Employee Conduct and Ethics
- Training and Development

7. Health and Safety

- Workplace Health and Safety
- Infection Control
- Incident Reporting

8. Technology and Data Security

- IT Security Policies
- Data Protection and Privacy

- Telehealth Platform Usage

9. Finance and Administration

- Billing and Payments
- Financial Reporting
- Record Keeping

10. Legal and Regulatory Compliance

- Compliance with Health Regulations
- Licensing and Accreditation
- Legal Obligations and Rights

1. Introduction

Mission Statement

Pandion Health is committed to providing expert telehealth psychiatry, paediatric, psychology, and ADHD assessment and treatment services to clients across Australia, offering accessible and convenient mental health care regardless of location.

Vision

Our vision is to be a leader in telehealth mental health services, recognized for our clinical excellence and commitment to patient-centred care.

Core Values

- Compassion
- Integrity
- Innovation
- Excellence
- Accessibility

2. Organizational Structure

Company Overview

Pandion Health specializes in telehealth mental health services, offering appointments with psychiatrists, psychologists, paediatricians and a range of therapists. We serve clients in both urban and rural areas, ensuring that mental health care is accessible to all Australians.

Key Personnel and Roles

- **Psychiatrists:** Responsible for assessing and managing complex mental health conditions.
- **Paediatricians:** Responsible for assessing and managing complex developmental and behavioural issues
- **Psychologists:** Provide assessments, therapy and counselling services for a variety of mental health issues.
- **Therapists:** Offer specialized therapeutic interventions.
- **Administrative Team:** Supports client bookings, billings, and clinician coordination.

3. Services Offered

Telehealth Services

Pandion Health provides the following telehealth services:

- ADHD assessment and treatment
- ASD assessment
- Psychology and counselling
- Adult and child psychiatry
- Behavioural and developmental paediatrics
- Occupational therapy
- Speech pathology
- Creative therapy (Art, drama)

Areas of Specialization

We specialize in treating a wide range of conditions, including anxiety disorders, major depressive disorder, ADHD, bipolar disorder, OCD, PTSD, autism spectrum disorder, and more.

Booking and Appointment System

Clients can book appointments by contacting our administrative team. We offer flexible scheduling to accommodate client needs and work hard to minimize wait times.

4. Client Interaction and Communication

Appointment Scheduling

Clients can book appointments by contacting our administrative team. We strive to offer flexible scheduling to meet clients' needs.

Client Privacy and Confidentiality

Pandion Health is committed to maintaining the privacy and confidentiality of client information. All client interactions are conducted in compliance with privacy laws and regulations.

Feedback and Complaints

Clients are encouraged to provide feedback on their experience. Complaints are taken seriously and are addressed promptly to improve service quality.

5. Clinical Operations

Assessment and Treatment Protocols

Our clinicians/service providers follow national and international, evidence-based assessment and treatment protocols to ensure high-quality care. Individualized treatment plans are developed based on client needs.

Telehealth Guidelines

Clinicians/service providers conduct telehealth sessions in a professional and confidential manner, ensuring that clients receive the same level of care as in-person consultations.

Emergency Procedures

In case of a mental health emergency, clients are advised to contact emergency services immediately. Clinicians/service providers and administrative staff are trained to identify and respond to emergency situations during telehealth sessions.

6. Human Resources Policies

Pandion Health seeks to engage highly qualified and experienced clinicians/service providers and support staff who share our commitment to providing excellent care.

Conduct and Ethics

Clinicians/service providers and administrative team are expected to conduct themselves with professionalism and respect in interactions with clients, colleagues, and other stakeholders. We prioritize compassionate and empathetic communication at all times.

Pandion Health maintains a zero tolerance policy for rude or abusive behaviour from clients. Our staff are trained to handle such situations with professionalism and are supported in taking appropriate actions, including terminating a session or relationship with Pandion Health if necessary, to ensure a safe and respectful environment for both our clients and our team.

Training and Development

Ongoing peer review, training and development opportunities are provided to ensure that clinicians/service providers remain current with best practices in mental health care.

7. Health and Safety

Workplace Health and Safety

Pandion Health is committed to providing a safe and healthy work environment for all clinicians/service providers and clients.

Incident Reporting

All incidents and accidents must be reported promptly to ensure appropriate follow-up and prevention of future occurrences.

8. Technology and Data Security

IT Security Policies

Pandion Health utilizes secure technology platforms to conduct telehealth sessions and manage client information.

Data Protection and Privacy

We adhere to data protection regulations to safeguard client information, ensuring confidentiality and security. Details can be found in our privacy policy.

Telehealth Platform Usage

Clinicians/service providers and clients use a secure telehealth platform for all appointments, with technical support available to address any issues.

9. Finance and Administration

Billing and Payments

Clients are provided with clear information about billing and payment processes. Details can be found in our financial consent and cancellation policy forms.

Financial Reporting

Pandion Health maintains accurate financial records and complies with all relevant financial reporting requirements.

Record Keeping

Comprehensive records are kept for all client interactions, ensuring continuity of care and compliance with legal requirements.

10. Legal and Regulatory Compliance

Compliance with Health Regulations

Pandion Health complies with all applicable health regulations and standards to ensure the delivery of safe and effective care.

Licensing and Accreditation

Our clinicians/service providers are licensed and accredited to provide telehealth services, maintaining high standards of professional practice.

Legal Obligations and Rights

Pandion Health respects the legal rights of clients and staff, adhering to all relevant laws and regulations. We are committed to supporting your mental health and well-being.

This handbook serves as a guide for both service providers and clients, ensuring that Pandion Health operates effectively and delivers high-quality mental health services. For more detailed information, please visit [Pandion Health's website](#).

