



Lunea

Women's Telepsychiatry
Clinic

Thank you for booking your appointment with Lunea

To help you prepare and ensure your session runs smoothly, please take a moment to read the important information below.

1. Before Your Session: First Steps

Complete Your Intake Form: You will receive an email containing a secure link to your confidential intake form. Please complete this at least three days before your appointment. This gives your psychiatrist time to review your information thoroughly.

Check Your Time Zone: Please note that all appointment times are in Australian Eastern Standard Time (AEST/Melbourne time). If you are joining from outside Victoria, please convert the time to your local time zone.

Find Your Telehealth Link: Your session will take place on our secure telehealth platform, Halaxy. The unique link for your appointment is included in your booking confirmation email.

2. Setting Up for a Successful Session

Create a Private Space: Choose a quiet, confidential area where you feel comfortable and safe to speak openly. Using headphones is highly recommended to ensure privacy and clarity.

Test Your Tech: Please log in to the Halaxy platform at least 5 minutes before your scheduled start time. This will give you a moment to test your audio and video, ensuring everything is working correctly.

Punctuality: To respect all our patients, sessions will conclude at the scheduled end time. Arriving late will unfortunately shorten your appointment time.

3. What to Have Ready

To make the most of your session, please have the following items handy:

A list of your current medications and dosages. (Clear photos of the pharmacy labels are a great alternative).

Any recent medical documents, such as blood test results or imaging reports. (PDF or JPEG format is ideal).

A glass of water and tissues.

4. Managing Your Booking

Need to Reschedule or Cancel? You can easily manage your booking by clicking the "Manage Booking" link in your confirmation email.



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Important Note on Emergencies

Lunea is a specialised service for scheduled consultations and is not an emergency or crisis service.

If you are in immediate danger, feel unsafe, or are experiencing thoughts of harming yourself or others, it is critical to seek immediate help.

Call Triple Zero (000) for emergency services.

Contact Lifeline on 13 11 14 for 24/7 crisis support.

Contact the Suicide Call Back Service on 1300 659 467 for 24/7 professional counselling.

We look forward to meeting with you.

The Lunea Team