

Telehealth for therapy services

What is telehealth?

Telehealth is the delivery of assessment and therapy services at a distance by linking practitioners to clients and their support network (if appropriate), via technology such as web-based videoconferencing.

It can offer children and families who live in regional areas with real choice and control in accessing disability services.

Telehealth can deliver supports equivalent in quality to those delivered in-person. It is proven to support children to achieve positive, functional outcomes.

What you need

- An **online device** that has a video camera, speakers and a microphone. This could include tablets, iPad, lap-tops or smart phones
- A reliable **internet connection** is important to ensure you have a quality connection with your practitioner
- **Google Chrome** is the preferred browser for therapy sessions
- A **quiet space** free of distractions and loud noises
- A bright, **well lit** room or space
- Just prior to your appointment you'll be sent an **email** invitation to click on allowing you to join the telehealth call
- If there are any **technical difficulties** your therapist will have back-up plans in place to ensure sessions can continue successfully

Telehealth can:

- Reduce travel costs
- Lessen disruption to your life (family, work, routine)
- Allow others to join the session and participate, such as family members, and support workers
- Enable access to care during a time of disruption or crisis (such as the COVID-19 pandemic)
- Permit all participants to hear and see each other – it's just like being in the same room, but you can be anywhere
- Provide you with the same standard of care as you would in a face-to-face therapy session
- Ensure that your privacy and confidentiality will be maintained just like in face-to-face services. Telehealth services are provided using secure platforms

