

Meeting your Allied Health Professional online: Telehealth Checklist for Clients



Allied Health
Professions
Australia

Telehealth allows you to see your healthcare providers without needing to visit them in person. Telehealth uses technology like computers, video, the internet and telephones to help you meet with your healthcare provider from wherever you and they are located.

Step 1: Before booking your appointment

? Has your healthcare provider given you information about how your telehealth session will run?

Your provider should give you **information** relating to things like:

- ▶ The **process and equipment** required to be part of a telehealth appointment
- ▶ **Risks and benefits** of this type of appointment
- ▶ How your **privacy** will be kept and what you can do to make sure the system is secure
- ▶ What will and won't be able to happen in the appointment
- ▶ What **choices you have** if you don't want to have this type of appointment
- ▶ **Costs** and how you can **claim any rebates** if you are using private health insurance or accessing Medicare services.
- ▶ Your provider should give you a chance to **ask questions** and should record that you have consented and are happy with a telehealth appointment.

? How will you pay for the appointment?

Has your provider given you information about **how to pay** and **how to claim rebates** where applicable?

? Where will you be for the appointment?

Can you find:

- ▶ A **quiet, private** space?
- ▶ A spot where the **light** is in front of you, not behind you?
- ▶ Enough **space to do any activities** you might need to during the appointment? Make sure you won't slip or trip over anything while doing these activities
- ▶ Enough **space for everyone** you need in the room?
- ▶ A spot where you can have **anything else you need for the appointment in reach?** Like a pen, paper, your assistive technology, exercise equipment and therapy tools
- ▶ A spot to **rest your device** so you don't have to hold it?

? Do you need someone with you at the appointment as a support person for things like:

- ▶ **Language interpretation**
- ▶ Help with **technology and technical issues**
- ▶ To do **activities**
- ▶ **Position equipment** for you

If you need a **support person**, check when they are available

Step 2: Once you have an appointment

✓ Confirm your appointment time with any support people you need with you at the appointment

Read any information the clinic has sent you. This will be about things like:

- ▶ Instructions on **how to access and use the telehealth program** (e.g. Zoom) and what to do if it is not working. That might include switching to a telephone call.
- ▶ What **space and equipment** you will need for your appointment
- ▶ If you need to **wear certain clothes**
- ▶ **Privacy aspects** and how you can help make sure the session is secure
- ▶ How to make a **complaint, compliment or provide feedback** if you want to
- ▶ How to **cancel your appointment**

+ Take any tests that might be needed before the appointment and make sure there is time for the results to get to the clinician:

- ▶ For example, blood tests, x-ray's or scans

📊 Do you need to collect and provide any data before the appointment?

- ▶ For example, a food diary, falls diary, diabetes pump data, exercise diary or personal monitoring device data?

How will your clinician **access this information?** Do they need your log in details?

⚙️ Practice connecting and fixing any technical problems before the appointment day


Digital equipment you need


Everyone's digital equipment will be a little different, you need to think about:

- ▶ Internet access and good connection (if you can watch YouTube clips the connection should be ok)
- ▶ A device like a computer, tablet or smartphone with built in microphone & camera (or separate camera & microphone you can use with your device)
- ▶ You might want headphones to make the conversation more private & help you hear more easily

The most important thing to remember with equipment is to read the specific information your provider sends you and to test your equipment before the appointment so you can get other equipment if you need to.


Step 3: On the day of your appointment

 Ask others to stop using video or streaming that might slow down your internet connection


 Set up in your planned space.


Set your camera position. You may need to position the device further away or move your chair back so others will see:


- ▶ **Your face and shoulders** when sitting (and those of anyone else in the room with you)
- ▶ **All of you when moving around**, if you need to.
- ▶ **Check the list of things you need for the session.** For example, you might need:
 - ▶ **Pen and paper** to take notes
 - ▶ **Equipment** such as exercise equipment, blood glucose meter, tape measure or any assistive technology you use and wear
 - ▶ **Health information**, such as a current medications list

 Write a list of questions and topics to talk about:

- ▶ Do you need any **prescriptions** or **referrals**?
- ▶ How will you receive these things?


 Connect to the internet


 Shut down other programs on your computer that are using the internet


 Join and connect 10 minutes before the appointment using the clinic instructions


 If you cannot connect, use the clinic trouble shooting guide


Step 4: During the appointment


 Look directly at the screen


 Talk normally or maybe a little slower if people can't hear you clearly


 There might be a delay so pause when someone stops speaking so you can take turns


 If the clinician can't hear you, check you're not on mute and that your microphone is connected


 If your clinician can't see you, check you have selected the video function or try stopping the video and starting it again, or asking if you can continue with voice only

 If something goes wrong, the clinician may call you on your phone or use another back up plan


 If you need to move away from the camera tell the clinician what you are doing and why


 Take notes during the session


 Make sure you ask any questions on your list and talk about what you need

 Make sure you know what you need to do next before the call finishes; it's a good idea to repeat any instructions back to the clinician to make sure you are clear

Step 5: After the appointment

 Pay as per agreement and ensure receive receipt as required

 Do any next steps you talked about

 Provide any feedback/ complaints you would like to