Meeting your Allied Health Professional online: Telehealth Checklist for Clients

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

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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

Step 4: During the appointment

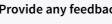
Look directly at the screen

- 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

Step 5: After the appointment



Pay as per agreement and ensure receive receipt as required



Provide any feedback/ complaints you would like to

Do any next steps you talked about

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- 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

- 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