

Is Telehealth just as good as seeing my Occupational Therapist in person?

- We will maintain a high standard of care regardless of whether you have a consultation in person or via telehealth / phone.
- Your OT will decide, based on your specific needs, condition and treatment plan, whether a telehealth appointment will meet this standard and is suitable for you.
- There is lots of research that has been done on the effects and outcomes of telehealth and all the evidence says that it produces excellent outcomes and there is no disadvantage in comparison to face to face sessions

What happens if I do not have access to the appropriate technology for a telehealth consultation?

The occupational therapist will work with you to organise the most appropriate type of appointment to ensure that you do not miss out on our services. We are still able to organise a face-to-face consultation whilst following strict practice guidelines around health and government advice regarding COVID-19.

My child won't sit still for a telehealth appointment

The occupational therapist will ask you to assist or facilitate by preparing resources or setting up an activity for your child's session. Prior to your child's session you will be sent a brief agenda or session plan, and it is preferable that you have an IPAD or Tablet so you can move around with your child. The therapist will guide you on what needs to be done. Remember that ongoing therapy including you doing some of the activities at home will give your child the best outcome.

Just because we are conducting a telehealth appointment it doesn't mean that your child has to sit in front of the computer for the whole appointment. We will encourage your child to walk, run, jump around; give them tasks to do and come back to show or tell us about it or ask them to show us something.

We do ask that, where possible, parents assist the child by either holding a portable device such as a phone or iPad so that we can see what the child is doing despite them moving around.

Are Telehealth consultations safe, private and confidential?

- All telehealth / phone consultations are private, confidential and adhere to the same clinical standards as face-to-face consultations with Access Therapy Services.
- We make sure that we conduct our sessions in a private room with a closed door and ensure that we are not in earshot of other people.
- We use a secure video platform called 'Zoom' which requires a password to join the meeting. Zoom is continually updating their platform (especially at the moment) to ensure that it has as many security features as possible.
- If we are using other video platforms (e.g. Skype) we implement as many of the privacy features as we are able.

What happens if the telehealth consultation is interrupted or the internet connection is lost?

If the connection is interrupted or lost, we will troubleshoot with you to try our best to reconnect however if this is not possible then we will continue the session by telephone, or another appointment time will be booked.

What if I need to change my appointment?

As with a face to face appointment you can contact our admin team and they will organise a new date and time with you.

Can a family member or carer join me in my telehealth appointment?

Yes, your family or carer can attend your telehealth appointment if you give consent for them to be present.

What if I'm running late?

As with a face to face appointment, if you are running late, we ask that you let us know and we will try to accommodate you. If not, we will reschedule your appointment.

Please ensure that you log into a telehealth meeting at least 5-10 minutes before your appointment to allow time for troubleshooting any issues that may cause a delay to the start time.

What if my Occupational Therapist is running late?

As always, we make every effort to be on time for our appointments however we appreciate your understanding that we are sometimes held up with the client before you.

Things are rather busy for us at the moment however we always do our best to be on time for your appointment and appreciate your patience and understanding if we are a few minutes late. If we think we are going to be more than 5 minutes late we will notify you as quickly as possible.

Other helpful information

- We understand and appreciate that this is a different, and possibly scary, way of delivering therapy however we don't know how long we are going to have to work remotely like this so the best thing for us to do is work together to ensure that your child doesn't miss out, long term, on vital therapy. There is lots of evidence out there supporting telehealth – google it and read up for your own peace of mind
- The more prepared we are, the easier these sessions will be
- Don't forget that children are very adaptable and flexible – it's adults that aren't! They will be fine if we are!
- Our OTs are used to being flexible and so we will work with you for as long as we need to get your child comfortable with using a digital platform
- Children are used to technology – we will help them to enjoy our sessions and get excited about seeing us through a screen!