

Your Guide To Telehealth

What Is Telehealth?

Telehealth involves the use of the Internet or mobile devices to provide psychology services. Videoconferencing, phone, email and apps are the most common forms of Telehealth. A combination of these services are used by the team at Spencer Health to help you get the most out of therapy. Web based video conferencing systems that share audio, video or other data online have been used for many years to deliver psychology and other health based sessions. Due to the need for social distancing since the Coronavirus outbreak this has become a more common way to deliver sessions. Video conferencing can seem unnatural at first, but it doesn't take long to adjust. People usually dislike seeing themselves on the screen. They also worry they won't be able to talk about what is on their mind, but we have found the opposite to be true.

The advantages of using Telehealth include:

- ✓ Increased access to sessions at a time that suits you
- ✓ Reduced time due to less travel
- ✓ Similar outcomes compared to in person sessions

How private is a Telehealth session?

The privacy of any form of communication via the Internet or a mobile device is potentially vulnerable to security breaches such as hacking or others tapping into the video connection.

Privacy is limited by the security settings of the technology applied that's why we don't use Facetime or What's App.

We take all necessary security measures to ensure the videoconference software is secure such as end to end encryption which secures the content of communications by scrambling them in transit using a digital code.

We will give you more information about Telehealth sessions and ask you to consent to receiving therapy in this way once you book a session.

To increase your privacy, ensure you find a quiet, private place to have your consultation. We will do the same.



Using headphones can also help to increase your privacy

What do I need for a Telehealth session?

Some tips for making the most of Telehealth sessions:

- ✓ Choose a well-lit, quiet room
- ✓ Minimise background noise in the same room where you are
- ✓ Set a reminder in your phone for 10 or 15 minutes before the session time
- ✓ Go to the bathroom beforehand if you need to!
- ✓ Have a glass of water or a cup of tea close by
- ✓ Put your phone on silent
- ✓ Minimize distractions - don't answer calls, send messages or engage in other activities while online
- ✓ Make yourself comfortable
- ✓ Speak clearly, using your normal voice volume and look into the camera

At your appointment time, click on the meeting link you have been sent by email and follow any on screen prompts such as start session or give access to your camera or microphone. Telehealth sessions are run the same way as in-person sessions. If you're new to this, we will spend much of the first session getting to know you and exploring what you would like to achieve from sessions.

Telehealth with children/adolescents

As our services primarily focus on providing support to children and young people there are some specific requirements to make sure these goes smoothly.

For all appointments it is important that a parent be available if needed. For most sessions the therapist will want to spend some time checking in with the parent as this is typical for our face to face sessions. For safety reasons as well, we ask that a responsible adult be available in the home.

Your therapist will let you know if they need you to stay in the room for the session, as for some activities younger children may need some adult help.

Before the session begins, please ensure your child or young person is set up in a quiet and private place, away from siblings and other distractions.

As we will be continuing to engage in creative activities with our clients, you may be requested to provide some simple resources for the session e.g. textas, paper, glue etc and we ask that you make sure you are prepared for the session commencement.



Telehealth and groups

We are pleased to be continuing to offer our creative group programs over a Telehealth platform. Where appropriate, we will request that parents be in attendance to support young participants and to encourage compliance with group guidelines. Our team have been working hard to structure and develop engaging, creative and skilful groups and have been enjoying success with this.

As above we will be continuing to engage in creative activities with our group participants and you may be requested to provide some simple resources for the session and we ask that you have these available for your child or young person during the session.

Common problems and how to solve them

- ✓ If you can't hear me ensure that the speaker volume on your device is turned up
- ✓ If I can't hear you I'll get you to check that your microphone is not muted or that your volume isn't turned down too low
- ✓ Technical difficulties such as drop-outs and lag can sometimes arise, these are due to slow internet speed and low bandwidth
- ✓ If you can't connect, there may be an internet connection problem, check your WiFi connection and close other programs that are using the Internet. If you still can't connect please ring the practice number on 02 9960 1222
- ✓ At time peak times, connections can be temporarily lost, just reconnect, if this keeps happening or if you can't reconnect please ring the practice number.

