Telehealth Information Sheet

INTRODUCTION

Grand Pacific Health offer telehealth sessions via a special platform called "Health Direct". We use this because we think it gives you, the client, the experience most like your normal face-to-face sessions. It has a much higher level of encryption than Skype etc, meaning your conversations stay private, and it allows you to wait in a "waiting room", under the supervision of our admin team, until your clinician is ready to see you.

WHAT DO I NEED?

A good connection to the internet
If you can watch a video online (e.g. YouTube) you can make a video call

One of these:

- Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
- Safari web browser on an Apple iMac, MacBook, iPad or iPhone
- Microsoft Edge on Windows, Android, MacOS, IOS 14.3+
- Mozilla Firefox on Windows, Android, MacOS, IOS 14.3+

Web-camera, speakers, and microphone already built into laptops or mobile devices

Video calls are secure; your privacy is protected.

You have your own private video room that only authorised clinicians can enter.

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

An Health Direct video call uses a similar amount of data to Skype® or FaceTime®.

HOW DO I USE HEALTH DIRECT?

Go to https://www.gph.org.au/video

On this web page, click the **BLUE CHAIR** and follow the instructions Wait in your own private video room
Your clinician sees you arrive in the waiting area and joins you in your video room when they are ready

WHAT IF MY CONNECTION DROPS OUT?

At your first session, you and your clinician will work out a Contingency Plan. This will be reviewed at the beginning of each session. If you lose connection, firstly, wait 30 seconds and try to reconnect using the Refresh button. If the videoconference drops out, you intentionally disconnect the videoconference, or leave the room where the videoconference hardware is set up, we will immediately contact you via your nominated contact number. If we cannot contact you, then we will activate your contingency plan. This means that we will contact your nominated emergency contacts and/or local and emergency services.

Telehealth Information Sheet

HOW DO I PREPARE FOR MY SESSION?

It can be easy to think of your Telehealth session as a less formal "catch-up" and think it doesn't need much preparation. However, you will get the best from your session if you do some work beforehand:

1) Find a quiet space. Ask someone else to supervise your kids, or give them extra screen time, put away your pets, find a room where you think you won't be overheard. Try using headphones with an in-built microphones, if you can. Most mobile phones come with these.
2) Bring a notepad and pen. Your clinician won't be able to give you a piece of paper to take home with you so you might need to jot some things down.
3) Have your phone close to you but turn it onto silent and close your email programs. It is important that your clinician can call you, if something should happen to your Telehealth connection, but it's also important to try to minimise distractions
4) Give yourself permission to focus. In these busy times, it can feel like you have to be available to everyone 24/7. Think about why your started therapy in the first place. If those reasons are still true, give yourself permission to be fully present with your clinician for your session.

PRIVACY

Your telehealth service will not be recorded by us. We ask you to also agree not to make recordings of our sessions and not to use materials from our sessions elsewhere. If you need further information on how to protect your privacy when using technology, see the booklet "Protecting Yourself Online: what everyone needs to know"

WHAT IF I HAVE QUESTIONS?

Your clinician is available to answer all your questions and answer any concerns. Together, you will work out a plan that best suits you. If you wish to speak to someone else about your experience, please call your hub switchboard and ask to speak to the appropriate senior manager.