

Telehealth Information Sheet

Grand Pacific Health

Introducing Telehealth

GPH offer telehealth sessions via a special platform called "Health Direct". We think it gives you the experience most like your normal face-to-face sessions. It's encryption levels mean your conversations stay private, and it allows you to wait in a "waiting room", until your worker 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 is preferrable (although other browsers will work):
  - Google Chrome Microsoft Edge or Mozilla Firefox 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
- Web-camera, speakers, and microphone (already built into laptops or mobile devices)

How much does it cost and how much internet data will I use?

GPH does not charge a fee for accessing a service via Health Direct. If there is a fee for the service you are receiving it remains unchanged.
Accessing Health Direct will use a similar amount of data to Skype® or FaceTime®
It will use the equivalent data to watching a HD YouTube video, which is approximately 1.5 GB per hour.

How private is the call?

You have your own private video room that only authorised workers can enter. Video calls are secure; your privacy is protected.

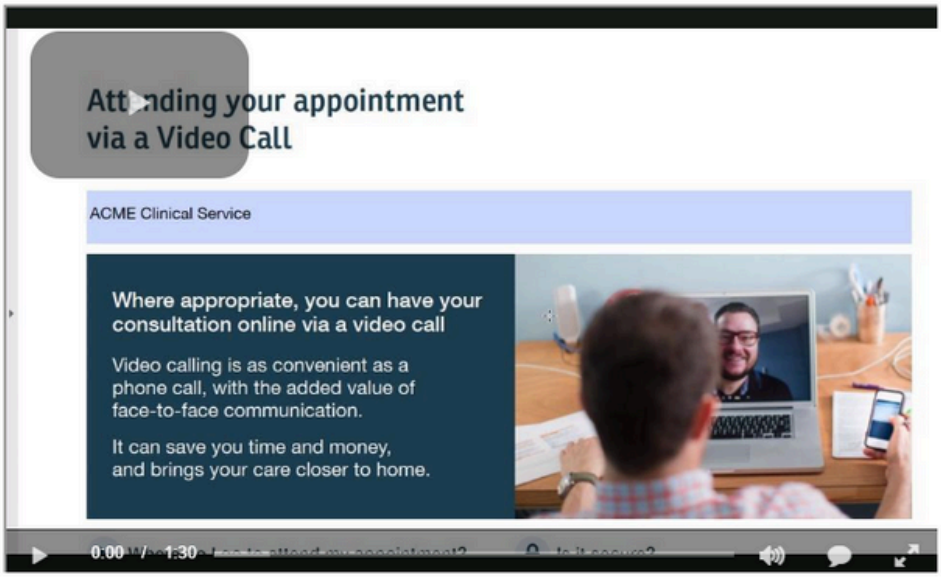
Your telehealth service will not be recorded by us. We ask you to also agree not to make recordings of our sessions and not to use materials from our sessions elsewhere.



What if I have questions?

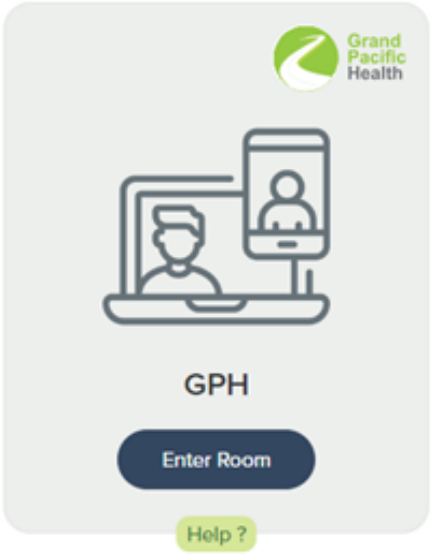
Your clinician is available to answer all your questions and answer any concerns. Together, you will work out a plan that best suits you.

If you wish to speak to someone else about your experience, please call GPH on 02 42207660 and ask to speak to a senior manager.



How do I use Health Direct?

- Go to https://www.gph.org.au/video a little before the prearranged time for your appointment
- You can test your equipment by clicking the 'test setup' icon
- Ready to begin? select the GPH waiting room ('enter room' icon, as pictured)
- On this web page, click Start a video call button 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?

If you lose connection, firstly, wait 30 seconds and try to reconnect using the Refresh button.

If your video link drops out, or if 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.

What is my Contingency Plan?

At your first session, you and your worker will work out a telehealth contingency plan, for safety. This will be reviewed if circumstances change over time. Your plan will include nominated emergency contacts and/or local and emergency services.

Tips on preparing for a 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. To get the best from your session, try to:

1. Find a quiet space. Put away your pets, find a room where you think you won't be overheard. Try using headphones with an in-built microphone if you can. Most mobile phones come with these.
2. Bring a notepad and pen. Your worker 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 worker 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 there are lots of things calling for our attention. Give yourself permission to be fully present with your worker for your session.
5. Your telehealth session with your worker will not take any longer than an in-person session at our centre would, except you don't have to spend time travelling to us.

