



# Telehealth Information Guide

## Introduction

headspace Campbelltown offer telehealth sessions via a platform called Zoom. Zoom Video Conferencing is a high-quality video conferencing service that allows headspace Campbelltown to provide Telehealth services to Young People. The clinician is offsite and will be using Zoom to communicate with the Young Person/Young Person's family during the allocated time for session. In the event that access to Zoom is not possible, another platform may be used, in discussion with the clinician.

The clinician will have access to and use the same practice management software currently used at headspace Campbelltown to record session notes.

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

## How much internet data will I use?

You don't use any data while waiting for a clinician to join you. A Zoom video call uses a similar amount of data to Skype® or FaceTime®, so around 120MB per hour if you use a 3G or 4G/LTE connection. If you have access to WiFi, this may help get a better connection.

## Privacy

You have your own private video room that only authorised clinicians 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. If you need further information on how to protect your privacy when using technology, see these tips on how to stay safe online: <https://www.esafety.gov.au/young-people>

## How will Appointments work?

Appointments will be scheduled and provided via real-time video consultations on Zoom.

- For appointments to occur you will be required to:
- Discuss with the clinician your expectations of treatment delivered via Zoom.
- Have access to a reliable internet connection and electronic device with a camera, microphone and speakers (or headset) (i.e. laptop, phone, tablet)
- Choose a private well-lit room in your house to hold your appointment
- Receive a link and complete the questionnaire prior to appointments
- Provide a **currently used email address** for the clinician to provide the you with a link to the Zoom appointments and questionnaire to complete prior to the appointment. *(Please be aware that email communication is not secure and should contain minimal personal information. Email is intended for administrative purposes such as the appointment link, and sending/receiving worksheets between clinician and Young People).*

To attend Zoom sessions, we may require the clinician and Young Person to discuss a contingency plan in case of risk, the limitations to confidentiality in regard to risk. If you disclose to the clinician that you are at risk or unable to keep yourself safe, the clinician will alert another member of the team at headspace Campbelltown and your emergency contact who may come into the room and provide support.

*The clinician and headspace Campbelltown will not make recording of the sessions or use material from the sessions for purposes other than delivering a service for the Young Person. We ask that Young People and their families respect the clinician's privacy by agreeing to not make recordings of the sessions and not use materials from the sessions for purposes other than therapy.*

## How do I use Zoom?

A little before your pre-arranged meeting time:

- Click on the link sent by your clinician, which will prompt you to either download or launch the Zoom app on your phone or laptop.
- If you have a free Zoom account, you can access your meeting via the calendar function in the app.

If you would like to know more, here's a short video on joining Zoom meetings:  
<https://www.youtube.com/watch?v=hlkCmbvAHQQ>

## 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 Zoom link, or leave the room where your 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 clinician will work out a telehealth safety plan. This will be reviewed at the beginning of each session. Your plan will include nominated emergency contacts and/or local and emergency services.

### 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. 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 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 there are lots of things calling for our attention. Give yourself permission to be fully present with your clinician for your session.
5. Your telehealth session with your clinician 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.

### What if I need to cancel my appointment?

As appointments through Zoom are booked in advance, we kindly request a minimum for 48 hours’ notice of any change or cancellation to your appointment so that we can offer that time to another person and the clinician has enough time to prepare for this change.

We will remind you of your appointments and if you fail to attend or cancel your appointment with less than 24 hours’ notice on three occasions then no further appointments will be scheduled. We understand emergencies do occur and will consider this.

I, \_\_\_\_\_, acknowledge that I am aware of headspace Campbelltown’s Telehealth Information Guide and will contact headspace via phone, SMS, email if I need to change my Zoom appointment.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_