

Telehealth information for participants, workers and clients

What is Telehealth?

Telehealth is a way to receive health and therapy services virtually when you and your service provider are not in the same location. Telehealth is usually delivered via telephone or videoconferencing.

A range of services can be delivered using telehealth including:

- A review of your home therapy programs.
- Psychological support and counselling.
- Some types of therapy, for example therapy for communication difficulties.
- Case management.
- Some medical appointments.

Some health and therapy services need to be delivered face to face. Your service provider will discuss whether Telehealth is the right option for you.

What are the benefits of Telehealth?

- You can receive services from your home.
- You don't need to travel to attend the appointment.
- You can continue to receive services even if you can't leave the house (e.g. due to lockdown associated with COVID-19).

Considerations for Telehealth

Service providers need to ensure:

- That they only offer you Telehealth if this is appropriate for you and the service being delivered.
- That privacy and confidentiality is maintained.
- That they have appropriate insurances and checks in place in the same way as for face to face services.
- That they adhere to their professional code of conduct.

Your service provider needs to clearly explain what Telehealth involves and any potential risks. They will need your consent for any services delivered via Telehealth. Additional consent is required if there is a reason for your service provider to record a part or all your Telehealth session.

What do I need for Telehealth videoconferencing?

- An internet enabled device – this could be a smart phone, a tablet, laptop, or desktop computer with a camera. Your service provider will speak to you about what devices you can currently access and whether these will be a good option for Telehealth.
- A videoconferencing platform – this is the program that you use for videoconferencing. You might use this program via an App or via the internet and the program may need to be downloaded to your computer.
- You might benefit from using a headset and/or a keyboard during your Telehealth appointment. Your service provider can discuss this with you.
- An internet connection with sufficient speed and data for videoconferencing. Generally, if you can watch a video on the internet then you can participate in telehealth.
- A quiet space, free of distractions is ideal for telehealth.
- A support person if you need help with setting up or using the device for videoconferencing.

Your service provider will talk to you about anything else you might need for your Telehealth appointment and will ensure that you have information about how to use Telehealth if this is new for you.

Is Telehealth secure?

Your service provider should discuss any privacy risks associated with Telehealth with you. Telehealth can be secure if you and your clinician take appropriate steps including:

- Using a secure videoconferencing platform.
- Having a secure internet connection. Wi-Fi available in public places such as shopping centres may not be secure.
- Having your Telehealth appointment in a private location (e.g. a quiet room in your home).

Your health professional will also need your consent to record part or all the Telehealth appointment. They also need to advise you about how any recordings will be stored and used. You can say no to recordings of your Telehealth appointment.

I prefer face to face services. Do I need to accept services delivered by Telehealth?

You have the right to decline services delivered by Telehealth. This may impact your ability to receive services in some situations (e.g. during COVID-19 restrictions) when your services providers are unable to meet with you face to face.

More information

Speak to your health professional or icare contact person if you have any questions about Telehealth.

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