

Children's Physio SA

Telehealth Information

Telehealth is the delivery of physio care at a distance using technology. Telehealth is simply the modality used to connect and provide care – it connects our physios to our patients and their families when they don't need to be in the same location. It can be used for the purposes of assessment, intervention and consultation. The main benefit of using the telehealth services in our community is that it **reduces travel and inconvenience** for you as a patient, your family, your carers and our health professionals.

Is Telehealth safe and effective?

Many studies have shown that for a range of conditions, Telehealth can be a safe and effective way to deliver physio care. Your physio will discuss with you your child's suitability for a consultation delivered via Telehealth or on the phone. In most cases, the consultation will only be offered once you have had a face to face appointment with one of our team.

Our practice uses a system that meets recommended standards to protect the privacy and security of the Telehealth visits. However, we cannot guarantee total protection against hacking or tapping into the video visit by outsiders. This risk is very small, but it does exist.

How is your appointment arranged?

Your appointment will be scheduled in the same way as a face to face appointment. Our practice manager will work with you to arrange a suitable time.

How do you know if your child's condition is suitable to have a consultation by Telehealth?

Our physio team will make a decision on the suitability for a Telehealth appointment for your child, and discuss this with you. You will not be required to participate in a Telehealth consultation, but if suitable, you will be provided with the option to do so.

What do you need to be able to participate?

Hardware and software

You can access a video call via:

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

Either:

- Google Chrome web browser on a desktop or laptop (Windows or Mac), or on an Android tablet or smartphone.
- An iPad or iPhone.
- Web camera, speakers and microphone (already built into laptops or mobile devices)

Tips:

- Laptop microphones and speakers are okay, but be aware of echo or feedback during conversations.
- Headsets work well for single-person locations.
- Position the microphone so that voices are clear and neither too loud or soft.

Professional Fees

Please contact our Practice Manager on 8267 4394 for information on Telehealth consult fees.

Private health insurance rebates are now available for physio delivered by Telehealth from some private health funds.