



## How to connect to Telehealth

In order to continue to deliver quality services and maintain the health and wellbeing of our clients and staff, Guide Dogs SA/NT will be using a range of Telehealth communication platforms including:

- Telephone
- Video conferencing using Skype, and/or FaceTime
- Email/SMS
- Or a combination of the above

Guide Dogs SA/NT will work with you to determine which technology will be best for you, your program and your goals.

### How do I connect and use each platform?

**Telephone:** at the scheduled appointment time, your clinician will call you via telephone.

**Skype:** prior to your appointment, your clinician will email you an 'invitation' to join a Skype Meeting. If you already have a Skype account, you will be able to access this meeting using your current account by clicking on the 'Join Skype Meeting' link in your email. However, if you do not have Skype installed on your device or don't have an account, you can click on the 'Join Skype Meeting' link and follow the prompts to download the app. Once downloaded, you will be able to join the meeting as a Guest and do not need to create an account. If you need further instructions on either of these options, please let us know and we can support you.

**FaceTime:** if you have an iPhone, your clinician will call you at the time of the appointment. During the call, you can tap the FaceTime icon in the Phone app to switch from a standard telephone call, to a FaceTime call.

**Email/SMS:** email and SMS are a great way to stay in touch with your clinician and to share information/photos/videos about your program, progress and goals.

**Combination:** depending on your program, the most suitable and efficient method may be to use a combination of the above. If you are unsure, you can discuss this further with your clinician.

Everything else is pretty much the same!

Just like your face-to-face sessions, you and your clinician will have pre-arranged a time for the session. At the agreed time, your clinician will call you, or if using Skype, you need to join the meeting at the agreed time.

If you join the Skype Meeting before the agreed time, you are more than welcome to wait in the meeting and your clinician will join you at the agreed session time.

Just like face-to-face sessions, if you do not answer the phone or join the meeting at the agreed time, it is considered a 'no-show' to the appointment. Therefore, it is essential that if you are unable to make your Telehealth appointment or are running late, you let your clinician know as soon as possible.

### **Responsibilities**

Guide Dogs SA/NT have selected platforms with high cyber security and we will ensure we connect via secure means. It is the client's responsibility to ensure their own cyber safety. All of your interactions with the clinician via Telehealth are treated with the strictest confidentiality, just like face-to-face sessions.