

Given the difficulties that we are all facing together as a society at the moment, it is the decision of RiverRun PTS to move as many sessions as possible to a Telehealth format. We understand that this option may not be viable for all families, in which case options will be discussed directly with those families. For those that can still work towards their goals via a Telehealth format, there are multiple ways this can be achieved. For some families, this may mean the children and young people working directly with Carah via online formats, for others this will mean families working together with Carah online, as well as parents having 1:1 time with Carah.

The following is some information on how our Telehealth services will be delivered.

### **Telehealth Platform**

For our Telehealth service, we will be utilising Skype for video appointments and standard phone calls for those that don't require video functionality. Skype offers what we need in terms of ease-of-use, cost and security. Skype is used by NSW Health and is an option suggested by the Royal Australasian College of General Practitioners, so is safe and secure for health use (it is also used by parts of the Australian Government).

Skype is available as a free download for anyone and can be installed on PC, tablet or phone. Visit [www.skype.com](http://www.skype.com) to download on PC/laptop, or through the App store/Google Play for mobile devices. You can create your own account using any email address. You can find Carah using the Search function using the following details:

**Name:** RiverRun PTS

**Email:** [info@riverrunpts.com.au](mailto:info@riverrunpts.com.au)

Please make yourself available 10 mins prior to your first Telehealth session with Carah to ensure you have found her Skype account and for any troubleshooting that may need to be done.

### **What Do I Need?**

*Audio Only Sessions* - you will need your telephone with adequate reception, a means to take notes from the conversation, and a quiet space that allows for confidential discussion.

*Video Conferencing* – you will need a computer or a laptop/tablet/phone with a webcam/camera, microphone, and speakers. Sessions will need to be conducted in a quiet space that allows for confidential participation. For some families, the child will be able to engage directly with Carah without direct parent support. In these cases, it is recommended that a parent/caregiver be available on site to assist with any trouble shooting that may be required and to debrief with Carah at the end of the session. For other families, parents/caregivers will be required to support their child to engage with the session. Parent only sessions will also be provided as required.

Sessions may require equipment to be available to assist participation in learning. Carah will advise you prior to the session of any particular requirements. Examples may be pencils, paper, craft supplies, balls, amongst others. Where specialist equipment is required, Carah will discuss this with you and make a plan for how to obtain these tools.

### **Confidentiality**

Sessions will be conducted from Carah's home office, behind a closed door. This will provide a secure and confidential video and audio environment. Skype's level of data encryption will comply with the Australian Privacy Act 1988, ensuring that online service provision will not compromise the confidentiality of our service. Skype and telephone sessions will not be recorded unless specifically stated at the beginning of the session. Records of sessions will be kept and maintained according to the existing privacy policy, a copy of which can be requested any time.

### **Attendance**

A video or audio phone consult will be treated the same as a regular consult. If you are not able to attend, please provide 24-hour's notice where possible. Non-attendance without sufficient notice will be charged at 90% of the session cost (in line with NDIS price guide 2019-2020). However, should you become unwell or a situation arises where sufficient notice of the cancellation was not possible please contact us to discuss this further.

### **Cost**

The cost of sessions will remain the same as the current RiverRun PTS Price Guide for face-to-face consults. NDIS have advised that Telehealth has been approved as a method of service provision claimable at this time. Medicare have also released new item numbers to allow for Better Access to Mental Health care plans to include Telehealth as a medium of service delivery. At this stage, all other Medicare plans are not allowing Telehealth sessions to be claimed, however this is currently under revision. Please check with your private health provider regarding your ability to claim Telehealth sessions through them.

Invoicing for Telehealth sessions will be conducted as per our current process for face-to-face consults. Invoices will be issued at the end of each week and sent to you via email. Payments can be made via direct debit or with the provision of credit card details, as per the RiverRun PTS Terms of Engagement.

### **Will Telehealth work for me?**

It is anticipated that this transition to becoming a completely Telehealth service will be a temporary measure to continue to support the RiverRun families during this time. However, it is uncertain how long these measures will need to be in place. We will be completely flexible in our approach to tailor our service to meet your needs as best we can. For some, this may just mean a shift in service provision format. For others, this may mean a shift in goals for intervention. For others, this may not be an appropriate way to support your needs, in which case services may need to cease for the time being. Carah will discuss these options with you prior to any Telehealth sessions commencing.

Rest assured that it is ok for any of these options to apply to your family. If you choose to cease services, or cut back the frequency of services, please know that when life returns to normal and face-to-face sessions resume, your current level of service will be reinstated and you will not lose your place within the service.

Please find below a link to a blog post that helps to explain how telehealth works and how it can help you and your child.

[https://www.moveplaypaedtherapy.com.au/what-is-telehealth-and-why-should-i-consider-it-for-my-child/?fbclid=IwAR2n1vYJpLw2-SmXpk1wi\\_5c3rD\\_pbSCFxHTXjklryFMk374RbH2BsQlzxk](https://www.moveplaypaedtherapy.com.au/what-is-telehealth-and-why-should-i-consider-it-for-my-child/?fbclid=IwAR2n1vYJpLw2-SmXpk1wi_5c3rD_pbSCFxHTXjklryFMk374RbH2BsQlzxk)

For the most part, sessions can be conducted with items from around your home. There may be times when specialty equipment is required, such as certain pens/pencils/scissors, paper, putty etc. If this is the case, the procurement of these tools can be discussed with Carah at the time.

Thank you for your understanding and support at this difficult time. We will keep you updated as soon as any changes need to be made to our policies or procedures for service delivery.

If you have any questions, concerns, or comments, please do not hesitate to contact Carah on

0403 598 030 or [info@riverrunpts.com.au](mailto:info@riverrunpts.com.au)

We look forward to working with you all soon.

With warm thanks

*RiverRun PTS*