



Your Guide to Telehealth sessions

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How do telehealth sessions work?

- Telehealth is an effective and convenient way to access healthcare.
- Software for telehealth appointments should offer a secure, encrypted connection. Being HIPAA compliant is a bonus. Doxy.me, Cliniko, Coviu are some examples but there are several others.
- Your clinician will email you a link prior to your appointment. Simply press on this link to start the video call. There is no downloading of apps or hidden costs involved. It's very user-friendly.
- Your clinician will assist with any technical difficulties and if needed can phone you.
- Medicare rebates are available for many telehealth sessions: check with your provider.

Tips for successful telehealth sessions

- Chose a private location for your consultation.
- Before you start your call check your computer microphone and camera settings. If possible try a test call. Ask your clinic's admin team or your clinician to assist with this.
- Look at or near the camera whilst talking to maintain eye contact (not at the screen).
- To improve connection try shutting down other programs on your computer or turn off other devices.
- Using a headset with headphones & microphone is not essential but can improve sound quality & privacy.

