



Guidelines for Telehealth Consultations

Purpose

Doing speech therapy by telehealth via video conferencing (e.g. Zoom, Skype, CoviU) is designed to be more convenient for you and your family. But it requires us to do just as much - if not more - preparation than a face-to-face appointment.

This document sets out the terms on which we will provide speech pathology assessment – via telehealth – to yourself or your child. By proceeding with a telehealth appointment, you consent to speech pathology services being provided by way of video conference, as set out in this document.

These Guidelines are designed to help ensure you or your child gets the most out of speech pathology assessment via telehealth. These Guidelines are based on research about effective speech therapy by video conferencing (e.g. Bridgman et al., 2015).

Guidelines for Effective Video Conferencing Therapy

We are looking forward to working with you by video conferencing, and hope you enjoy the convenience of doing an assessment from the comfort of your own home.

Obviously, doing an assessment from home is different from coming into the clinic. By definition, you should feel more at home! But doing an assessment from home has some drawbacks, too. For example, the speech pathologist cannot directly control what is happening in the room, and can't get things ready for you. We need your help!

Recent research tells us that there are some practical things we can do to get the most benefit from the video conferencing sessions:

- Please treat your telehealth appointment in the same way as you would treat a face-to-face appointment in our clinic. If you cancel at the last minute, we won't have time to reschedule to help another client.



- Please set up your computer/iPad/smartphone in a place where you and your child will be able to talk to your speech pathologist without interruption, e.g. away from siblings, other family members and pets. Pick a place without distracting background noise. Turn off any TVs, radios or other distractions. Treat the video conferencing area as a "virtual therapy space" where we can all focus on helping your child to complete the assessment tasks.
- Your speech pathologist will join the video conference at the scheduled time. To get the most out of the therapy, please join the video conference at the scheduled time.
- At least 10 minutes before the scheduled time, please:
 - print out resources or activities requested by your speech pathologist;
 - have an activity/toy your child can play with independently while you have your initial discussion with the speech pathologist;
 - arrange activities to keep siblings (and others) occupied, preferably in another room, while we work together;
 - prepare your child for therapy. Your child should be seated in front of the camera, and should be instructed to stay seated during the session and listen to the speech pathologist;
- Please do not allow your child to eat during the session: it is distracting and reduces the amount of time available to complete your child's assessment.
- For child-safety and legal risk management reasons, you must remain with your child for the whole session. As we are not physically in the room, we cannot accept any responsibility for your child's safety during the appointment: your child's safety is your sole responsibility. If you leave your child alone during the appointment, we will have to terminate the appointment immediately.

