



Online Consultations

Information about how online video consultations work

Online consultations are an alternative to face to face appointments and allow you to have access to your therapist at a dedicated time, from the comfort of your own home or a location of your choosing.

What are online consults?

Online consultations are a dedicated appointment between yourself and your OT using an online platform over the internet. During an online consultation you will see your OT and your OT will see you via a video screen. These appointments are booked in like a normal appointment, but rather than happening face to face, they occur online. You and your child will be able to talk to your therapist and ask questions, and your therapist can do the same. It is different to a phone call because you will be able to see each other.

How do they work?

When you make an appointment for an online consultation, you will be given a link for your online session. When you click the link, it will take you to a waiting room and your therapist will add you to the call.

Do you need anything special?

To attend an online consultation, you will need to be able to connect to the internet and have access to either a computer, a laptop, a tablet device such as an iPad, or your mobile phone. During your online consultation, our online platform (called COVIU) will access your camera and microphone on the device you are using so your OT can see you and hear you.

There is nothing for you to download! If you are using your phone or tablet, you may choose to download the COVIU app.

How long will it take?

We offer initial online appointments, as well as ongoing appointments. Initial appointments are allocated 1 hour. Our ongoing appointments are either 30mins or 45mins, depending what you have decided with your OT.

Payment

Payment for your session is just like a face to face session. If your child is funded through the NDIS and the plan is Agency Managed, we will claim payment from the MyPlace Portal. Otherwise, we will send an invoice directly to you or your plan manager. If you are self funded, an invoice will be sent directly to you.

Rebates for private paying clients

Depending on your private health fund, you may be able to claim for a rebate for some or all of your online consultation. This will vary depending on your fund. Medicare rebates are currently available for some services that are delivered by Telehealth, and more are expected to be added throughout 2020.

Benefits of online consultations:

There are some great benefits to having online consultations with your OT. These include:

- Reducing the time it takes for travel (and associated costs)
- Getting greater input in-between your child's sessions so you feel confident in your child's progress and getting feedback on how you are going with your program and goal achievement.
- Progressing through your child's therapy plan at home with the encouragement and assistance from your OT, aiming to achieve goals quicker!
- You can ask questions and your OT can answer straight away, which means you're not waiting until your next appointment.
- You're able to practice and demonstrate skills and activities with your child in your child's natural environment with coaching from your OT.

We also want you to know about possible risks to being in an online consultation. We have listed them here:

- Having a video consultation will not be exactly the same as a face to face consultation. There may be some things you cannot do that you would do in a face to face consultation, such as playing a game hands on with the OT. We will work with you to develop alternatives within your child's natural environment - that you can then replicate easily between sessions too!

- There can be technical difficulties at the time of your consultation which means the video quality might not be as good as hoped, or there is a delay getting things sorted for your consultation. We usually allow a 10 minute buffer to ensure things work and are on time at our end and your end before starting. If you need to, you're able to contact your OT by phone to help you with any difficulties you might have. If you're new to online consultations, your OT can also help you to make sure you are able to join the appointment at the time of your appointment. Please contact us if you'd like us to help!
- We use COVIU as the platform to run our online sessions. This is an Australian based platform. And provides users with a fully encrypted and secure video call. COVIU does not store any personal information from clients. The only information we add to COVIU is your name. We take your privacy very seriously, however due to the nature of the internet, there can be a risk that data can be breached. Because of the type of platform we use and the minimal data entered, this risk is very low.



What should I expect?

It is normal to feel a bit anxious or unsure the first time you have an online consultation. You might be worried about the technology working properly, following the instructions to get into the session, or even the process for talking to your OT through a screen. It can feel a little strange when you are new to it.

We have been using online consultations at Clever Bees for a long time. Our OTs have been using online technology for a long time too. We use it when learning, during team meetings, and when working with clients, so we are up to date with using online platforms and can help you. We also know what it feels like when you are first going to give it a go!

Generally we like to begin sessions with a parent present. If your child is a teenager, or older primary school student, they may wish to continue on their own, but they we will ask them to get their parent at the end of the session. If your child is younger, we generally require you to stay and join in the session.

During the consultation, you can expect your OT to:

- Check you are logged in well to the session and ready to go
- Check that you can hear them well and see the OT on the screen
- Ask you questions about your situation, where you are located, and what you have been doing
- Check if you have any questions
- Ask you to demonstrate tasks or actions (as part of your goals, or as an assessment).

- Ask you and your child how you are feeling, if you have any additional concerns you want to talk about
- Set goals with you and your child for what you'd like to achieve in OT, and before the next session
- Assess progress to ensure your child is moving closer to their goals
- Complete questionnaires
- Follow up on any documentation, handouts, activities and programs they may have provided to you.

What if I have questions after?

It is normal to think of other questions in between sessions. If it is important, you can email your therapist, just like you would if you were having a face to face appointment. These in between session questions are not charged. If you have a lot of questions, we may recommend you have an additional online consultation session so that we can dedicate the time to answering all your questions well. If you are requesting additional information or resources, we are also happy to provide these. However, depending on the resources, some may attract an additional fee. We will discuss this with you if it is relevant to you.

What if I decide online sessions don't suit my child or our family?

We are happy for you to let us know at any time if you don't feel comfortable using online consultations, or you feel they are not providing you with the benefits you thought. In this instance, we will work with you to help provide you and your child and family with an alternative so your child can continue to receive the support they need.

In particular, we may be able to develop a comprehensive home program for you and your child to complete, to continue to work on your child's goals whilst avoiding face to face contact.

