

Online Consultations



Online consultations are an alternative to face-to-face appointments and allow you to have access to your Occupational Therapist at a dedicated time, from the comfort of your home.

What are online consultations?

Online consultations are a dedicated appointment between yourself and your occupational therapist using an online platform over the Internet. During an online consultation you will see your therapist and your therapist will see you via the screen. This could be via a smart phone, tablet, Ipad or a computer or laptop screen. You will be able to talk to your therapist and ask questions and your therapist can do the same.

How do online consultations work?

When an appointment is booked you will be sent a link for your online consultation either via email or SMS. When you click on the link it will automatically take you to the video screen.

Do I need anything special to participate in an online consultation?

In order to participate in your online consultation you will need any one of the below items; a computer, a laptop, a smart phone like an iphone, a tablet like an ipad or similar. During the consultation the device you use will access your camera and microphone so you can hear and see your therapist. Depending on the device that is being used you may be required to down load a software program for the app for the session to work well and be secure.

Benefits of online consultations

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

- Extremely safe if you need to socially isolate.
- Convenient; you will be in the comfort of your own home.
- No travel costs.
- Continue to work towards your goals, even if you are unwell or socially isolated.
- Progressing through your therapy program at home with encouragement and assistance from your therapist so you can continue to work towards your goals in a timely manner.
- You are able to ask questions and your therapist can reply straight away, this eliminates the need to wait for a return call or email

Other considerations of online consultation

We also wish to highlight some minor challenges with online consultations. These challenges include:

- Technical challenges, sometimes the video quality or sound may not be optimal to begin with. We usually allow a 5 minute buffer to ensure both parties can test their systems and make sure everything is working. Your therapist can be contacted via phone if you are having challenges at the time of your booking.
- We have chosen a platform to run our online consultations that is as secure as possible, and we have taken additional measures to protect personal information being online. The only information we add to the platform is your name and email address. We take the privacy of our clients seriously, however due to the nature of the Internet there can be a risk that data can be breached.

What should I expect?

You can expect the same great service from our passionate, experienced and dedicated occupational therapists. You will be greeted with a friendly smile by someone who is ready to listen, help you to work towards your goals, and ensure you the outcomes are not compromised due to distancing.

It is natural to feel anxious or uncertain the first time you have booked an online consultation. You might have concerns about technology, will it work properly, or even the process of communicating with your therapist via a screen / video.

Our team of occupational therapists are familiar with online technology and use it frequently. Our therapists are confident and competent and will be able to assist you if you require it.

During your consultation you can expect your therapist to:

- Check you are logged in correctly.
- Check that you can see and hear before commencing.
- Ask questions about your situation and what's happened to you. If your session is a follow up session your therapist will assess your progress.
- Ask if you have any questions.
- Ask about how you are feeling and whether you have any additional concerns.
- Set goals with you about what you wish to achieve from therapy.
- Assess your progress to ensure you are working towards achieving your goals.
- Take clinical notes.
- Organise future interventions.

What if I have a question afterwards?

It's natural to think of other questions between sessions. You are welcome to email your therapist any questions or phone your therapist – just as you would if it were a face-to-face consultation. If you have more in depth questions we recommend booking an additional online consultation so we can dedicate the time to answering them thoroughly for you.

What if I decide online consultations don't suit me?

We are open to receiving your personal feedback about your experience with online telehealth consultations. And where you don't feel this method is providing you with the benefits you thought we will work with you to come up with an alternative so you can continue to receive the care you need.

Feedback from our clients who have had online consultations:

"I'm very impressed with the technology and how easy it was to communicate with you."

"Zoom was so easy to use and set up. I feel really safe and happy that my needs are still being met".

"It was lovely to hear a friendly, positive voice on the end of the line"

"We have taken a lot of confidence from your interaction with us and the valuable insights you gave us."