



## **Telehealth Tips Form**

We at Lakeside are committed to providing you with high quality psychological support. We aim to work with you to ensure the delivery of our services are effective in assisting you to achieve your goals and provide much needed support. Evidence suggests that psychological services delivered via Telehealth achieve similar outcomes to those delivered in person. Also, rapport and relationships can be built and maintained with good quality Telehealth.

Telehealth can be an excellent way to begin or continue receiving psychological support. Not only does it ensure yours and your practitioner's safety and wellbeing, it also benefits the greater community. We understand that Telehealth can feel awkward to begin with and we offer you these tips to help optimise your Telehealth experience.

### **The Right Device**

Choose a device that works for you. Phones and tablets/iPads give flexibility to move around (this may be beneficial for children). Laptops have more functions and are fun to use with the whiteboard/sharing features. It is beneficial to test out your device before your first appointment.

### **Internet/Connection**

In Australia the stability and speed of our internet is less than ideal. Technical difficulties can happen so take a deep breath and don't panic. Make sure you have your phone nearby so in the event of a drop-out/lost connection, your practitioner can call you immediately and continue the session via phone. Also, please be mindful of your internet usage during our sessions and if possible, limit internet use (i.e. social media/Netflix/gaming) by others in the house during your appointment time as this will slow your internet speed.

### **Therapeutic Space/Location**

Think about where you will be when attending your session via Telehealth. Find a space where you have privacy and feel secure. Consider the lighting, background and potential distractions. We recommend, if possible, to have your appointments in the same location each time. Set up a comfy space and have any soothers nearby (squidgies, blankets, pillows, bubbles, scented candles, etc.). It can be helpful to have a glass of water or warm drink and tissues nearby.

## **Distractions**

Your home environment often has more distractions, so please try to limit distractions caused by food, other people, pets and external noise including music/TV. Using earphones can be beneficial and closing the door will also enhance the privacy of your sessions so others can't interrupt you.

## **Be Prepared**

If using a video conferencing platform, please download it on your device prior to the session. Be sure to look through their privacy policy. Also, test out your device's speakers/microphone/camera prior to your first session.

Allow plenty of time before the session to source any resources, such as print outs your practitioner may have emailed. Ensure you are ready a couple of minutes prior to your appointment so you don't feel rushed. Your practitioner will phone you at your appointment time.

## **For Children**

For children, please create a comfortable space for your child that is free of distractions and provides your child privacy. Please set-up some toys and drawing tools (paper, pencils, sharpener, etc.) for them to utilise in session. As mentioned above, if they have any soothers/calm down strategies in place please have them nearby. Please also consider who is going to assist your child to initiate and get settled into the Telehealth session. It is advised that a parent is nearby if extra support is needed.

Telehealth is also an ideal medium to conduct parent consults. We understand that this is a very stressful time for parents, and we can support you to support your children as together we navigate these unique and challenging times.

## **Concerns**

If you need help, our reception staff are available to help you, especially with your first appointment. Please let us know if you have any concerns before or during your appointment and we will do our best to resolve any issues or discomfort you may be experiencing.

## **Lakeside Rooms**

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