



TeleTherapy Services

WE CAN DELIVER SUPPORT BY PHONE & VIDEO

Our remote support and digital service options enable consumers stay independent, safe and happy in their own home.

Remote Allied Health Services



Stay Independent

We help people be more independent in order to participate in everyday life activities confidently and safely at home



Improve mobility

We provide assistive therapy to improve balance, movement and to complete daily activities safely and independently



Lift wellbeing & comfort

We advise and educate in good choices that improve overall health and mental happiness

empower.

13000 HELPU

1300 043 578

www.empowerhealthcare.com.au



SERVICES AVAILABLE THROUGH TELE THERAPY

The following listing of services can be delivered effectively via the Client's preferred technology device.

Occupational Therapy

- Functional Assessments
- Cognitive Assessments
- Personal Care Skills Assessments
- Instrumental Activities of Daily Living Assessment
- Sensory Assessment
- Review therapy program: monitor client progress and implementation of treatment strategies
- Home Modifications and/or Aids and Equipment – these will require a support person to attend to conduct measurements

Physiotherapy & Osteopathy

- Functional Assessments
- Exercise Prescription
- Rehabilitation
- Pain Management
- Falls Prevention
- Chest (Cardiorespiratory) Management
- Management of musculoskeletal conditions
- Neurological Management



SERVICES AVAILABLE THROUGH TELE THERAPY

The following listing of services can be delivered effectively via the Client's preferred technology device.

Dietetics

- Dietary Management
- Medical Nutrition Therapy
- Personalised Nutrition Plans
- Weight Management
- Dysphagia Management
- Food Intolerances and Allergy Management

Mental Health Occupational Therapy

- Draw on a range of psychological and occupational therapy strategies to help people understand and cope with their daily function.



USER OPTIONS

There are 3 methods to conduct the TeleTherapy session and are dependent on the Client's ability and resources.

Option 1 – Client has own videoconferencing device and internet connection

Prior to the appointment the Client will be sent an email with a link to join a Microsoft Teams Meeting.

They will be able to join the meeting from any internet enabled smart device as long as they can access their emails.

NB: they may need to a support person to assist with this if unable to do it themselves.

For Option 1 Clients must have a stable internet connection and access to one of the following devices:

- PC and Webcam
- Laptop
- Ipad
- Tablet
- Smartphone



USER OPTIONS

Option 2 – Client utilising an Empower Device

Empower Clinician will arrive at the Client's home as usual, and set up the call across two devices outside the Client's home.

Using gloves, a sanitised device will either be handed to the client or left at the front door for collection.

The clinician will conduct the session away from the home, via the device.

Option 3 – Telephone

Session to be conducted over telephone call if Option 1 and 2 are not feasible

ELIGIBILITY

For all TeleTherapy sessions, Client's will need to meet the below criteria.

If a Client is unable to do any of the below then the TeleTherapy session may require a support person (carer or family member) to attend.

Case Managers are advised to contact our Home Care Team for further advice.

Physical Ability

- Walk around the house without help
- Hold an object with their hands
- In addition, Clients using an Empower Device will need to be able to
 - Pick up ~0.5kg from the floor OR is happy to meet a therapist who is wearing gloves and a mask at the door and have the device handed to them
 - Place a 0.5kg device at an appropriate location
- No vestibular conditions
- No conditions that significantly affect their balance

Vision & Hearing

- Hear their device from at least 1m away
- See their device from at least 1m away

Cognition and Communication

- Understand single step verbal instructions
- Verbally express any concerns
- Focus on the task at hand for a minimum of 20 minutes

