

Telehealth Support

Care, anywhere for rural, regional & remote

Preparation Guide

This guide helps support people prepare for Empower's telehealth sessions. It covers responsibilities, technological needs, and safety guidelines to ensure high-quality sessions.

Support people should read this guide before joining telehealth sessions and follow the instructions to keep all participants safe.



Support Role Overview

Responsibilities

- Ensure the participants safety and comfort during the session.
- Follow the clinician's instructions carefully.
- Recognise and respond appropriately if the participant becomes unwell.
- Assist physically during exercises, home walkthroughs, or daily tasks if required.

Mobility

- Ability to move the device around different rooms for a comprehensive assessment.
- A stand or holder to position the camera for optimal support during demonstrations.

Technology Requirements

Device

- Tablet or laptop with a camera (smartphones may not provide sufficient visibility).

Platform

- All telehealth sessions are conducted via Microsoft Teams.
Option 1: Download the Microsoft Teams app on your tablet or laptop.
Option 2: Use the web browser version by clicking the meeting link (no download required).

Internet Connection

- A stable internet connection is required.
Preferred: NBN/Wi-Fi connection.
Acceptable: 4G/5G mobile data (provided signal strength is strong).

Speaker Phone

- Ensure speakerphone functionality for hands-free operation during demonstrations.

Prepare for the telehealth session

Before the session

- Confirm the device is charged and internet connection is working.
- Prepare the environment: clear space, remove trip hazards, ensure good lighting.
- Have any necessary equipment ready (e.g., measuring tape, assistive devices).
- Have Empower's phone number on hand to call if you experience any technical difficulties.

Dietetics <ul style="list-style-type: none">• Ensure weight and height measurements are available (via bathroom scales/tape measure or GP records).• List all medications and dietary supplements, including dosages, timing, and brands.• Have results from any recent blood tests (last three months) ready.• Keep commonly consumed food items visible (e.g., empty packaging or accessible pantry/fridge items).	Occupational Therapy <ul style="list-style-type: none">• The OT will check how the participant moves around key areas like the bathroom, entryways, and stairs for minor home adjustments.• A tape measure is needed, and the participant must be able to bend or reach to take measurements as directed.• A device like a smartphone is required to take and send photos to the OT.• The OT may also observe how the participant gets in and out of their chair and bed.
Speech Pathology <ul style="list-style-type: none">• Have a penlight or phone light for the session.• Ensure access to the usual eating area and preferred utensils.• Prepare food of different consistencies along with a drink.• Be ready to demonstrate typical eating habits.	Physiotherapy <ul style="list-style-type: none">• Provide physical support for positioning and movement when needed.• Have access to a strong, stable surface (e.g., kitchen bench).• Ensure clear access to key areas (bedroom, bathroom, entry/exit points).• Keep the environment clutter-free and well-lit for exercises.

During the session

- Position the device for clear viewing of the client and/or relevant spaces.
- Test audio and video with the participant.
- Recognise when to escalate concerns.
- Have emergency contact numbers readily available.