

## How can I provide feedback?



> During your appointment



> Use the number on the back of this brochure



> Complete the telerehabilitation survey



For more information contact:

**Telerehabilitation Intake and Liaison Coordinator:**

Phone number: \_\_\_\_\_

**Telerehabilitation Administration Support:**

Phone number: \_\_\_\_\_

# Telerehabilitation Services

Supporting your recovery through telehealth

Information for consumers and carers



 This document has been reviewed and endorsed by SQCAG\* for consumers and the community September 2017.



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\*SA Health Safety and Quality Community Advisory Group.



## What is telehealth?

'Telehealth' or 'Telerehabilitation' uses technology to deliver real-time health services to you in your home or local health clinic.

Privacy and confidentiality standards will be the same as a face-to-face session.

## How do I access telerehabilitation?

Your health professional will talk to you about telerehabilitation to see if it is right for you. Your health professional will let you know the time and details of the appointment.

## How does the process work?

You can use your own iPad, tablet or a computer to access the service. Your health professional can help you set up your device.

You may be provided with a loan iPad to take home to access the service. Your health professional will show you how to use the device.

## Before your appointment

- > Your local health professional will talk about telerehabilitation with you and answer any questions.
- > If you are happy to participate, your health professional will book the appointment.

## During your appointment

- > You will answer the video call and will see the health professional on the screen of your iPad, tablet or computer.
- > You and the health professional will discuss the reason for the appointment.
- > You can also have family members or carers with you during your appointment.
- > You can ask to pause or end the consultation at any time. You can change your mind about using telerehabilitation at any time.

## At the end of your appointment

- > Your health professional will finish the session, and ask if you have any questions.
- > Future appointments or sessions will be planned.
- > Any technical issues with the consultation will be noted and resolved.

## What are the benefits of telerehabilitation?

A mix of telerehabilitation and face-to-face sessions can reduce:

- > travel time
- > accommodation and parking costs
- > waiting times
- > stress on you, your family members and carers.

