

# Supporting you during telehealth consultations



## Be active in your own care

### Before



Talk with your aged care home about using telehealth to access medical services and consider involving your family and carers as well.

If you have physical, cognitive, hearing or vision impairments, talk to your aged care home about how these can be accommodated during your telehealth consultation.

You may be asked to give consent for your medical information to be shared with others.

Think about your health issues, needs and goals before the consultation. What's the right care look like for you? Prepare any questions you may have in advance to ask the clinician.

Ask your aged care home for a demonstration of the telehealth software so you understand how to use it.

Think about what you're comfortable sharing and what you're not. And if you're not sure, seek advice and information from others.

### During



Make sure your privacy is protected. Are you in your room or in a private area?

Make sure you can hear and see all participants clearly. If you can't, ask for help.

Where possible, wait for breaks in conversation before you speak. Videoconferencing only allows one person to speak at a time.

Be active during your telehealth consultation. It's important to make sure your voice is heard. Ask questions when you don't understand. And speak up when you don't agree with something.

Make suggestions about your care planning when they come to mind. What works for you? How can the care plan be modified to suit your needs and goals?

### After



It's OK to ask about your care plan progress and any actions that have not been completed.

Also ask about ongoing telehealth sessions to ensure your care is monitored regularly.

And provide feedback on the service. What did you like about it, what didn't you like, and why?

