

# Ways of participating in a telehealth consultation

## Work with your loved one's care team



### Before

Let the clinician or aged care staff know your time zone and preferred times for telehealth.

Also tell them if you have special needs like hearing or vision impairments or need an interpreter.

Be sure to give them your email address, mobile number and preferred contact method.

Look out for text messages and/or emails with the time for the consultation and a link to join the session.

Check if you need to download and install software to join the consultation.

Familiarise yourself with the telehealth software and ask your aged care provider for support where needed.

Request a test session to make sure everything is working, prior to the telehealth consultation.

Think about any issues or concerns and topics you would like to discuss.



Also think about anything you feel is important for the clinician to know about your loved one.



If you have legal responsibility for your loved one, ask if there's anything you need to do for identity verification and privacy consent.

### During

Make sure you understand your role and responsibilities as a family member and/or carer.

Also make sure you understand your responsibilities to protect your loved one's privacy and confidentiality.

Be active during the telehealth consultation and make sure your voice is heard.

Ask questions when you don't understand. And speak up when you don't agree with something.

Avoid interrupting other participants. Instead wait for a gap in conversation to talk.

Take an active role in your loved one's care. Offer to help where possible.



Confirm your understanding of any actions that you've agreed to take to help your loved one engage with their care plan.

### After

Where you've agreed to actively assist with your loved one's care, make sure you complete those actions.

Report any changes or challenges you notice while assisting with your loved one's care. For example, if you notice any mental or physical change that may need investigation.

