

## ONLINE THERAPY SESSIONS (TELEHEALTH) AT



# Fact Sheet

## GLOSSARY OF TERMS

**ONLINE CONSULT:** The provision of therapy services via videoconferencing over the internet

**COVIU:** An online service allowing videoconferencing, used by Limestone Speech.

### EFFECTIVENESS OF ONLINE THERAPY

Online therapy services allow people who may otherwise be unable to access therapy to get the vital support they need.

### WHAT YOU NEED TO KNOW

There is evidence to support that the use of online sessions for speech therapy can be at least as effective as regular in-person therapy.

### WHAT YOU NEED TO DO

Call our admin team on 1300 911 561 to book an online therapy appointment. You will also need to schedule a test call, to be conducted prior to your first appointment to ensure that you are comfortable using the system.

To access your test call and online therapy sessions, simply follow the links provided in the email you receive from us at Limestone Speech. These links will take you to an online meeting/appointment hosted by us.

### THE THERAPY SESSION

At the beginning of the therapy session you will be required to inform your therapist of everyone who is present. Your therapist will also inform you if anyone else is in attendance.

Your clinicians are doing additional training in current best-practice online therapy models - to ensure that they are still providing quality, evidence-based practice.

For younger children, the session will need to be with the parent and child. In some instances, sessions may be largely geared towards parent education as some children will be unlikely to remain engaged via video conference for the whole session. Parent education sessions will

focus on ways that you can help support your child at home with strategies and ideas that can be easily incorporated into your existing everyday routines and activities.

### CONFIDENTIALITY AND PRIVACY

Coviu is an end-to-end encrypted program, which means that no-one is able to access the content of the call/meeting except those in attendance. As with all our sessions, any information provided within the session will be kept in strict confidence and comply with State and Federal privacy policies. If recording of any part of the session is required, we will ask for your consent in advance.

### CANCELLATION PROCESS

Cancellation of online therapy services is covered by Limestone Speech's Privacy Policy.

If you do not sign into the online consult at the time of your appointment, your clinician will attempt to contact you via telephone to make sure everything is okay. If they are unable to get in contact with you, a fee for non-attendance may apply.

### PAYMENTS AND REBATES

Medicare and some health funds are now offering rebates for online consults.

We can provide more information on the eligibility criteria for rebated sessions through Medicare or contact your private health fund provider directly for more information.

NDIS clients have no restrictions on using online therapy services with their funding.

For NDIS Self-Managed clients and privately paying clients, payment for online therapy sessions will be collected immediately after your session finishes.