





# Telehealth Information Sheet

## INTRODUCTION

headspace Wollongong, Nowra, Bega, Goulburn, Yass, Liverpool, Tuggeranong, and Canberra offer telehealth sessions via a special platform called “Attend Anywhere”. We think it gives you the experience most like your normal face-to-face sessions. It’s encryption levels mean your conversations stay private, and it allows you to wait in a “waiting room”, under the supervision of our admin team, until your clinician is ready to see you.

## WHAT DO I NEED?

- *A good connection to the internet*  
If you can watch a video online (e.g. YouTube) you can make a video call
- *One of these:*
  -  Google Chrome web browser on a desktop or laptop, or on an Android tablet or **smartphone**
  -  Safari web browser on an Apple iMac, MacBook, **iPad or iPhone**
- *Web-camera, speakers, and microphone* already built into laptops or mobile devices

## *How much internet data will I use?*

You don’t use any data while waiting for a clinician to join you.

An Attend Anywhere video call uses a similar amount of data to Skype® or FaceTime®.

## PRIVACY

You have your own private video room that only authorised clinicians can enter. Video calls are secure; your privacy is protected.

Your telehealth service will not be recorded by us. We ask you to also agree not to make recordings of our sessions and not to use materials from our sessions elsewhere. If you need further information on how to protect your privacy when using technology, see the booklet “Protecting Yourself Online: what everyone needs to know”

## WHAT IF I HAVE QUESTIONS?

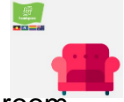
Your clinician is available to answer all your questions and answer any concerns. Together, you will work out a plan that best suits you. If you wish to speak to someone else about your experience, please call your local headspace centre and ask to speak to the Centre Manager.



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## HOW DO I USE ATTEND ANYWHERE?

- Go to <https://www.gph.org.au/video> a little before the prearranged time for your appointment and select the headspace waiting room (red armchair logo).
- On this web page, click **Start video call** button and follow the instructions
- Wait in your own private video room
- Your clinician sees you arrive in the waiting area and joins you in your video room when they are ready
- 



If you would like to know more, here's a short video: <https://youtu.be/o-64JK4nLuE>

## WHAT IF MY CONNECTION DROPS OUT?

- If you lose connection, firstly, wait 30 seconds and try to reconnect using the Refresh button.
- If your video link drops out, or if you intentionally disconnect the videoconference, or leave the room where the videoconference hardware is set up, we will immediately contact you via your nominated contact number. If we cannot contact you, then we will activate your Contingency Plan.

**What is my Contingency Plan?** At your first session, you and your clinician will work out a telehealth safety plan. This will be reviewed at the beginning of each session. Your plan will include nominated emergency contacts and/or local and emergency services.

## HOW DO I PREPARE FOR MY SESSION?

It can be easy to think of your Telehealth session as a less formal “catch-up” and think it doesn't need much preparation. To get the best from your session, try to:

- 1) Find a quiet space. Put away your pets, find a room where you think you won't be overheard. Try using headphones with an in-built microphones, if you can. Most mobile phones come with these.
- 2) Bring a notepad and pen. Your clinician won't be able to give you a piece of paper to take home with you so you might need to jot some things down.
- 3) Have your phone close to you but turn it onto silent and close your email programs. It is important that your clinician can call you, if something should happen to your Telehealth connection, but it's also important to try to minimise distractions.
- 4) Give yourself permission to focus. In these busy times there are lots of things calling for our attention. Give yourself permission to be fully present with your clinician for your session.
- 5) Your telehealth session with your clinician will not take any longer than an in-person session at our centre would, except you don't have to spend time travelling to us.