

Concentric TeleHealth Client FAQ

TeleHealth is a virtual service providing convenient access to specialised healthcare professionals from the comfort of your home. With TeleHealth, you can reduce lengthy waiting times, travel costs, and receive quality care tailored to your needs.

FREQUENTLY ASKED QUESTIONS:

What is TeleHealth?

TeleHealth is a virtual service that allows you to receive allied health services from the comfort of your home. Using your computer, tablet, or mobile phone, you connect to an allied health professional who will work with you to understand your needs and preferences, establish goals, and work towards them.

What are the benefits of TeleHealth?

- **Convenience:** Receive care from home without the need for travel.
- **Accessibility:** Access to a broader range of healthcare professionals.
- **Cost-effective:** Reduce travel and associated costs.
- **Flexible scheduling:** More appointment times available to fit your schedule.

How does TeleHealth work?

Much like a face-to-face appointment, you are booked in with an allied health professional. You will receive a link to a virtual meeting, hosted on Google Meet. At the time of your appointment, simply open this link on your internet-connected device and you will be connected to your allied health professional.

What do I need to prepare before my TeleHealth appointment?

- Ensure you have a private, quiet space for the appointment with enough light that your allied health professional can see you.
- Please ensure your TV and/or radio are turned off.
- Have a power outlet nearby to charge the equipment if necessary.
- If you have any specific exercise equipment or materials your therapist has asked you to prepare, have them ready.
- Ensure you can be seated comfortably for the first part of your appointment or if you need to rest anytime in the session.
- Where possible, it is helpful to have a family member, friend, or support worker present for the session to help you in the event of technical difficulties.



What are the technical requirements for TeleHealth?

- A computer, tablet, or mobile phone with an internet connection.
- A camera and microphone (built-in or external).
- An up-to-date web browser (Chrome, Firefox, Safari, etc.).

Step-by-Step Guide for First-Time Users:

- 1 Receive your appointment link via email.
- 2 Test your device and internet connection before the appointment.
- 3 At the appointment time, click the link and follow the on-screen instructions to join the session.
- 4 Ensure your camera and microphone are turned on.

What happens if there are technical issues during the appointment?

There are some basic troubleshooting steps you can take if you experience technical issues during the appointment:

- Check your internet connection.
- Restart your browser and reopen the link to join your session again.
- Restart your device.

Your Concentric allied health professional has your phone number, so if the issue cannot be resolved quickly, they will be able to call you back.

How is my privacy protected during TeleHealth sessions?

TeleHealth follows strict privacy protocols to ensure your personal information is secure.

- Google Meet uses end-to-end encryption, ensuring the highest level of confidentiality.
- Sessions will not be recorded without your explicit permission.
- All data is stored securely in line with Concentric's Privacy and Information Policy.

How long are TeleHealth sessions and what can I expect?

The duration of the session will be similar to an in-person appointment, typically ranging from 60 to 90 minutes. Your allied health professional will begin by discussing your needs and goals, followed by an assessment and personalised guidance.

What are the fees for TeleHealth services?

Fees for TeleHealth services are the same as in-person visits. Please contact your case manager for a breakdown of costs.

What should I do in case of an emergency during a TeleHealth session?

If you experience a medical emergency during your session, hang up and call emergency services immediately (e.g. 000 in Australia). Notify your allied health professional as soon as possible once the situation is under control.

Who can I contact for technical support or questions about my appointment?

For questions before your appointment, please contact Concentric's Support team on 1300 148 160. You can also reach out to your Homecare provider's case manager with any questions.

What should I do if I need to reschedule my TeleHealth appointment?

Contact Concentric's support team on 1300 148 160. You can also reach out to your case manager at your Homecare provider who can help with rebooking your appointment.

How can I provide feedback or request a follow-up?

After your session, you may be asked to complete a feedback form to help us improve our services. For follow-up appointments or additional questions, please contact Concentric's Support team or your allied health professional directly.

We hope this guide helps you prepare for and understand your TeleHealth session. If you have any further questions, please do not hesitate to reach out to us. Thank you for choosing Concentric for your allied health needs.

