



Telehealth/Online Appointments Frequently Asked Questions

What is Telehealth?

Telehealth is an online video based therapy session.



What options for services do I have?

- Individual therapy sessions 15, 30, 45, 60 mins.
- Parent consults/coaching 15, 30, 45, 60 mins.
- Home program (half the session caregiver and/ child consult, other half therapist preparation of resources for home therapy to be sent through).

Why choose Telehealth?

- It allows continuity of care with your therapist.
- Telehealth consultations have been shown to be effective in achieving therapy goals.
- You can access therapy sessions from home or wherever you are!
- You could see your therapist sooner if need be.



Rebates

Please click [HERE](#) for more rebates available for telehealth appointments. Please note they are different than in-person therapy.

What do I need?

- You will need a good internet connection: we will send you a link to your therapy session.
- PCs and Macbooks follow the prompts from the link to Open Zoom. iPhones and iPads need the app "Zoom".
- Space in the house appropriate for your therapy session - please contact your therapist if you are unsure.

How can AIM help in the telehealth process?

We will have full-time administration ready to help support you through the process to set up and successfully utilise our telehealth therapy service.



Session Payments

Fees remain the same for therapy sessions. We have also added a 15min session in for \$40. Sessions are likely to be 5-10 mins shorter depending on extent of prep required.

If you would like to reduce the length of your session to allow for the reduction in or lack of rebates you are welcome to.

We require you to set up online payments. The secure payment platform we use is Stripe. The payment for the session will be made following the service provision.

What We Ask

- A caregiver to be present for all therapy sessions.
- Please no driving during the tele-therapy session.
- Please no recording of sessions without the therapist's permission.



What is the Process?

1. Contact our office to book your child's telehealth appointments.
2. Ensure you are aware of the expected rebate.
3. Try clicking on the link you receive to your child's therapy session.
4. You will need to download "Zoom" app if you would like to use your phone however we recommend a PC or laptop is used. You can also cast it to your TV if you have a Smart TV, Chromecast or Apple TV.
5. At your scheduled therapy time you will be able to click on the link sent, follow the prompts and your therapy session will begin as soon as your therapist is ready.



Please do not hesitate to contact us
hello@aimtherapy.com.au 08 6150 8339

What Does the Research Say?

(Zystra, 2013)

Telehealth is becoming an increasingly popular option for clients who undergo therapy services such as Occupational Therapy. It allows for clients to have therapy services in the comfort of their own home and in their natural environment.

Telehealth can help clients develop skills, incorporate assistive technologies, modify work, home or school environments and create healthy habits. Alongside this, they found that it was **favourable for a lot of parents, especially those who cannot commute to clinics.** This systematic review concluded that there is a wide range of evidence concluding that there is a **high level of parent and therapist satisfaction with telehealth.**

Zylstra, S. E. (2013). Evidence for the Use of Telehealth in Pediatric Occupational Therapy. Journal of Occupational Therapy, Schools, & Early Intervention, 6(4), 326-355. doi:10.1080/19411243.2013.860765(Sutherland, 2018)

(Sutherland, 2018)

A systematic review of 14 research articles was undertaken to find out the efficacy of telehealth for those with Autism Spectrum Disorder (ASD). 284 participants with ASD across these studies undertook sessions of telehealth, including assessments, early intervention and language therapy. The results from the review found that **services delivered through telehealth had equivalent benefits to face-face therapy** and were superior to comparison groups without telehealth therapy sessions.

Sutherland, R. (2018). Telehealth and autism: A systematic search and review of the literature. International journal of Speech Pathology, 20(3), 324-336. doi:10.1080/17549507.2018.1465123

(Moffatt & Eley, 2010)

*This literature review focused on those living in rural areas and the effectiveness of Telehealth for those clients and their families. They found that parents reported to have benefited from lower costs and decreased travel times whilst at the same time allowing their children and/or family members to have exposure to specialist health services virtually. This also supported the health professionals to continue to educate and enhance local services as well as **collaborating with family and friends of clients accessing their services, regardless of where they were located.***

Moffatt, J., & Eley, D. (2010). The reported benefits of telehealth for rural Australians. Australian Health Review, 34(3), 276-281.

(Vismara, Young & Rogers, 2012)

Another study focusing on families with children who have ASD found that Telehealth opens the avenue for **fantastic parent learning**. Alongside this, Telehealth integrates communication technologies to provide very successful health services regardless of location. They conducted a study on nine families with ASD and found that 1 hour a week of Telehealth sessions for 12 weeks lead to **large gains in parent knowledge and ability to carry on those skills they and their child learnt, throughout daily tasks**. They also found that parents were pleased with the ease and support that Telehealth learning brought into their lives. These results therefore show the huge potential that Telehealth can have in teaching and assisting parents in incorporating those early intervention strategies acquired from the sessions, into their own daily interactions with their children.

Vismara, L., Young, G., & Rogers, S. (2012). Telehealth for Expanding the Reach of Early Autism Training to Parents. *Autism Research and Treatment*, 2012, 1-12.
doi:10.1155/2012/121878

McCullough, A. (2001)

This study found that Telehealth is proving to be increasingly valuable in the delivery of healthcare services around the world. It allows a **transfer of skills and knowledge from the clinic to the home and allows this knowledge to be shared with parents/caregivers**. Parent opinions of Telehealth were widely positive, as it increased their knowledge and confidence in developing their child's communication skills when they are at home. This study found that **Telehealth was effective, reliable and a new modern exciting way to undertake therapy in this technological age**.

McCullough, A. (2001). Viability and Effectiveness of Teletherapy for Pre-School Children with Special Needs. *International Journal of Language & Communication Disorders*, 36, 321-326.





Telehealth Agreement Form

Please use the PDF 'Fill and Sign' option or print this out. Type Y into the box or tick and sign below **if** you give consent to the following:

- ☐ Telehealth sessions.
- ☐ The recording of your child's session for training and quality purposes.
- ☐ The posting of content from the sessions onto social media.

As sessions are conducted off-site, I understand the risks involved pertaining to the environment that the sessions are conducted in. I also agree to supervise and/or assist my child for the whole duration of the telehealth sessions and accept any liability should any injury occur as a result.

Signed: _____

Date: _____



Please return this to reception@aimtherapy.com.au as soon as possible.



We look forward to seeing you online!

Thank you for supporting AIM Therapy