

EASY READ

Delivering Telehealth Sessions

What you need to know about video and phone appointments

How to use this document

- This is an Easy Read document. It uses short sentences and clear words.
- “Telehealth” means seeing or talking to your worker on a phone, tablet or computer, instead of meeting in person.
- If you need help to understand this document, you can ask a family member, carer, or your Kameleon Group worker.

1. What is telehealth?

Telehealth is a way to have your support session without meeting face to face.

You can use telehealth if it works well for you. It is your choice.

- Kameleon Group will not pay for the phone, tablet, computer, or internet you use.
- You can still choose to meet your worker in person, or talk to them on the phone, if you like that better.

2. What do I need for telehealth?

To have a telehealth session, you will need:

- A computer, tablet, or smart phone
- A camera, so your worker can see you
- A screen, microphone, and speakers or headphones
- Good internet connection
- An app or program for video calls

Your Kameleon Group worker will check that this way of meeting works well for you before you start.

3. Before your telehealth session

Before your first telehealth session, your worker will make sure you understand how it works.

Your worker will tell you:

- How the video or phone call will happen
- That you can choose to meet in person or by phone instead
- If telehealth costs money from your NDIS plan
- How long the session will go for

You can ask your worker for this information in Easy Read too.

4. Keeping your information private

Kameleon Group will keep what you say and share during telehealth private and safe.

This is called privacy and confidentiality.

- Your worker will explain how your information is kept safe
- Your worker will explain how video calls and documents are stored
- You can ask questions about your privacy at any time

If something goes wrong

- If your private information is ever shared by accident, Kameleon Group will tell you about it.
- Kameleon Group will also tell the right government office, so this can be fixed.

5. During your telehealth session

A telehealth session should feel just like meeting your worker in person.

- Your worker will explain things in a way that is easy for you to understand
- You can ask questions at any time
- You can ask for a support person to be with you
- You can stop and ask for a break if you need one

6. Who can I talk to?

If you have questions about telehealth, or you are not happy with a telehealth session, you can talk to:

- Your Kameleon Group worker
- Your Kameleon Group Clinical Director

- A family member, carer, or advocate who supports you

You will not get in trouble for asking questions or for saying you do not want to use telehealth.

www.kameleongroup.com.au | enquire@kameleongroup.com.au | 1300 101 069

*This Easy Read document is based on the **Delivering Telehealth Sessions Policy and Procedure**.*