



**Paediatric
Palliative care**
NATIONAL ACTION PLAN PROJECT



Telehealth for You

Keeping in contact with you at home by phone or video

What is it?

Telehealth is another tool in the toolkit to look after you. When we can see each other, it can be easier to see and assess for signs of symptoms and talk about things. Most services can provide support from all team members using telehealth including medical assessment, therapy sessions and general check-ins.

How does this help?

Telehealth can provide you with easier access to help from your specialist team. You can ask questions and share concerns about the care of your child from symptoms and management to practical caring and equipment. Telehealth calls can include current needs and planning for future needs and goals of care.

Using your phone or computer camera can improve the assessment, help reduce isolation and build trust between you and your teams over time. Some families worry that things could go un-noticed or be misunderstood when not face to face; we encourage you to discuss this if it is a concern for you.

You can also consider asking for a Telehealth conference link so local health providers can provide hands on care while linking with the specialist team. This can ease communication and support coordination of care.

What do you need to make it work?



A device or two – computer, tablet and/or phone with a front facing camera, and a microphone and speaker (in the device or attached to it)



Data and/or a good internet connection, if not; you may need to attend your closest clinic for a session



Time and patience to set things up!

Bringing us closer

Helping you at home

The best support

Making it the best experience for you

Getting ready

- ✓ Check that your devices have enough charge and any cables are handy
- ✓ Remove clutter around the camera and set up so that the light is coming from in front of you, and the room is well lit
- ✓ Prop up your device
- ✓ Try to reduce background noise; shut windows, doors
- ✓ Have notes handy on the things you need to share (e.g. medicines you've been using, things to show the team, and any questions or concerns)
- ✓ A pen and paper

During the call

- ✓ Include your child as much as you would like to and take time for that to be possible
- ✓ The team may need to use a mix of devices to see and hear you
- ✓ Change the room at any time

After the call

- ✓ Let your team know if you are unclear about anything or need more information sent to you
- ✓ Don't forget to disconnect from the call room!



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Tips

- If you can watch and listen to YouTube clips on your device(s) they will probably work for telehealth.
- When you have your first telehealth booked ask if you can have a practise connection first.
- Before your session ask others in your home to jump off their internet connections so that they don't slow down yours.
- Is everybody ready? Just before your call, everybody goes to bathroom, grab a drink/snack, make yourselves comfortable.
- Be careful about listeners who might stray into a conversation you'd rather they didn't hear. Maybe find a private place.
- Have some child distractions at hand, or someone else to look after them for delicate conversations.



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AUSTRALIA & NEW ZEALAND



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AUSTRALIA

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