



ABLE
OT and Assistive Technology

Online Consultations Guide

In the event that you are booked in for an online consultation with your therapist, we will provide you with this guide to understand the process of how the sessions are conducted, how you can prepare and our commitment in continuing your therapy.

1. Booking in an online consultation

- You will be booked in by our admin staff at reception, via phone or can do so through our website for an initial or follow up consultation with your therapist.
- We will then send you an email outlining the online consultation details. This includes a confirmation of the time and date and a link to your therapy session.

2. Requirements for session

- To partake in an online consultation, you will need a computer/phone that allows audio and visual (i.e. a microphone and a webcam)
- These consultations can be accessed on computer or mobile, allowing the flexibility of where you can conduct the session (i.e. work, in the car, at home etc)
- We ask that if you are in a public area, please use headphones to reduce the background noise and allow the communication between yourself and the therapist to be uninterrupted.
- If you do not have access to the a computer or phone with the requirements, we can lend you a “telehealth pack” that includes a ipad with internet access. Please follow the instructions carefully around the hygiene practices as we will need to lend them to other people after yourself. Full instructions will be provided.

3. Joining the online consultation

- We wish to completely maximise the therapy time in your consultation, so to avoid any delay, we ask that you copy the link from the email into your web browser 5-10 minutes before the designated consultation time to allow for any set up there may be.
- Once you have launched the link from your web browser, it will prompt you to open the consultation in the web browser you are currently in or open the Zoom application. If you don't have Zoom already downloaded onto your device, we suggest you select for the consultation to open in the web browser.
- Once the consultation opens, you will be prompted to add your name, turn on your audio (microphone) and your visual (webcam).
- You will then wait until the therapist joins the consultation and the session will then begin.

4. During and after the consultation

- During the consultation, your therapist may share handouts relating to your therapy. These will be emailed out to you directly after a consultation.
- At the end of the consultation, you will need to leave the meeting using the button in the bottom right hand corner of the screen.
- Once the consultation has been completed, the therapist will advise the admin staff of the billing and they will email or mail your invoice to you directly. We request that where possible, you call us as soon as possible to make an over the phone payment. Private health will need to be claimed online or at a local store separately.
- If your therapist needs to provide you with any therapy materials, we will arrange either a drop off or postage service to your home.