

Video Appointment

Client Information Sheet

What is a video appointment?

A video appointment is a consultation between a client and their worker where they are in different locations.

Advantages of video appointments

Every client's situation is different but in general, the benefits include:

- improved access to care
- reduced waiting times
- reduced travel time and costs

How can I have a video appointment with my worker?

Where feasible and safe to do so, your worker will be available to provide video appointments to you. Speak to your worker to see if it is an option.

Do I have to participate?

No. A video appointment will only happen if your worker considers it safe and suitable and you are happy to participate in a video appointment. However if you decline a video appointment and there are no other options available, this may result in a delay to you receiving your support or service.

Where are they provided?

You can participate in a video appointment from wherever is most convenient for you, e.g. home, work. Your worker will guide you through the things that are needed in your environment for a successful video appointment and will discuss alternatives should a video appointment not be possible.

Who will arrange it?

Either your worker directly or a coordinator.

What if I need to cancel my appointment?

Video appointments require a lot of coordination so please try to keep your scheduled appointment time.

If you need to cancel, please let us know immediately, because rescheduling video appointments are more complicated than rescheduling an in-person appointment.

How should I prepare?

You can help get the best from a video appointment by following these simple steps:

- familiarise yourself with the technology used for the meeting and test audio and visual on your device
- arrive at least 10 minutes early to allow for preparation time
- avoid wearing brightly patterned or reflective clothing as this may not show up well on camera
- switch your mobile off or to silent mode
- speak clearly so your voice can be picked up by the microphone
- look at the camera so you can achieve good eye contact with the worker

If you have a question or need help during the video appointment, just ask.

What happens at the video appointment?

You and your worker will be on a TV/video or computer screen at each end of the video appointment.

At the start, everyone will introduce themselves and the reason for the meeting will be explained. You may be asked some identifying questions such as your name, address, and date of birth to make sure the right people are there. The worker will speak with you and ask you questions in the same way as they would in-person.

Who will be present?

You and your worker.

As with an in-person appointment, your spouse, partner, family or friend may accompany you if you wish.

If it is a group consultation, other invited members only may be there as well.

How private is a video appointment?

The same privacy and confidentiality requirements that apply to in-person appointments apply to video appointments.

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Will the video appointment be recorded?

No. We do not record video appointments and we do not give clients permission to make their own recordings of a video appointment either.

What if I feel I can't continue?

It's normal to feel a little nervous at the beginning of your first video appointment because it's a new way of meeting with your worker. However, most people soon feel very comfortable with this kind of appointment.

It's very unlikely you'll feel unable to continue with a video appointment. If this does happen, you can revert to a telephone appointment or request to reschedule the appointment to another time.

What happens if the video or audio cuts out?

Technology is not perfect and it is not uncommon for the video or audio aspects of your meeting to cut out or become patchy.

Please let your worker know if you experience any technical difficulties and they will try to assist.

If your video appointment cuts out completely, your worker will restart the meeting. In some rare cases, your worker may need to change to a phone based appointment.

How much will it cost?

There are no additional costs to receive a video appointment.

How can I provide feedback?

We are keen to get your feedback so we can continue to improve our video appointment services. Our staff will be able to provide you with a client feedback form. You can choose for your feedback to remain confidential.

What if I have questions?

If you have any questions about whether a video appointment may be suitable for you, please talk with your worker.