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Online therapy sessions (Telehealth) at Speech Ease Speech Pathology

Fact Sheet

Glossary of Terms:

Telehealth: The provision of therapy services via videoconferencing over the internet OR via phonecalls.

Zoom: An online service allowing videoconferencing, used by Speech Ease.

Meeting: In Zoom, each conference call is referred to as a meeting. A meeting allows your clinician to connect to you via the internet to deliver online sessions.

Speech Ease is offering online therapy services.

What I need to know!

There is evidence supporting the use of online sessions for speech therapy, indicating that these services are usually at least as effective as standard therapy. Your clinicians are doing additional training in the current best-practice online therapy models, to ensure that they are still providing quality, evidence-based practice.

Online therapy services allow people who may otherwise be unable to access therapy to get the support they need.

What I need to do!

Call our admin team on **8645 3747** to book an online therapy appointment. You will also need to schedule a test call, to be conducted prior to your first appointment, to ensure that you are comfortable using the system.

To access your test call and online therapy sessions you will need to follow the links provided to you by Speech Ease via email. These links will take you to an online meeting hosted by Speech Ease. The first time that you click on one of these links you will be prompted to download the Zoom Launcher (on desktop) or Zoom App (on portable devices). This is required for you to be able to access Zoom. Whilst downloading the software is necessary, you do not need to create a Zoom account to attend sessions hosted by Speech Ease on Zoom.

How do I log on?

SpeechEase SPEECH PATHOLOGY

Telehealth Newbie
Step by step guide for parents

Step 1: Receive email with link from Clinician

Step 2: Click on link in email.

Cheryl Ye <cheryl@speechease.com.au> Wed, Mar 18, 9:39 AM (3 days ago)
to Gabrielle

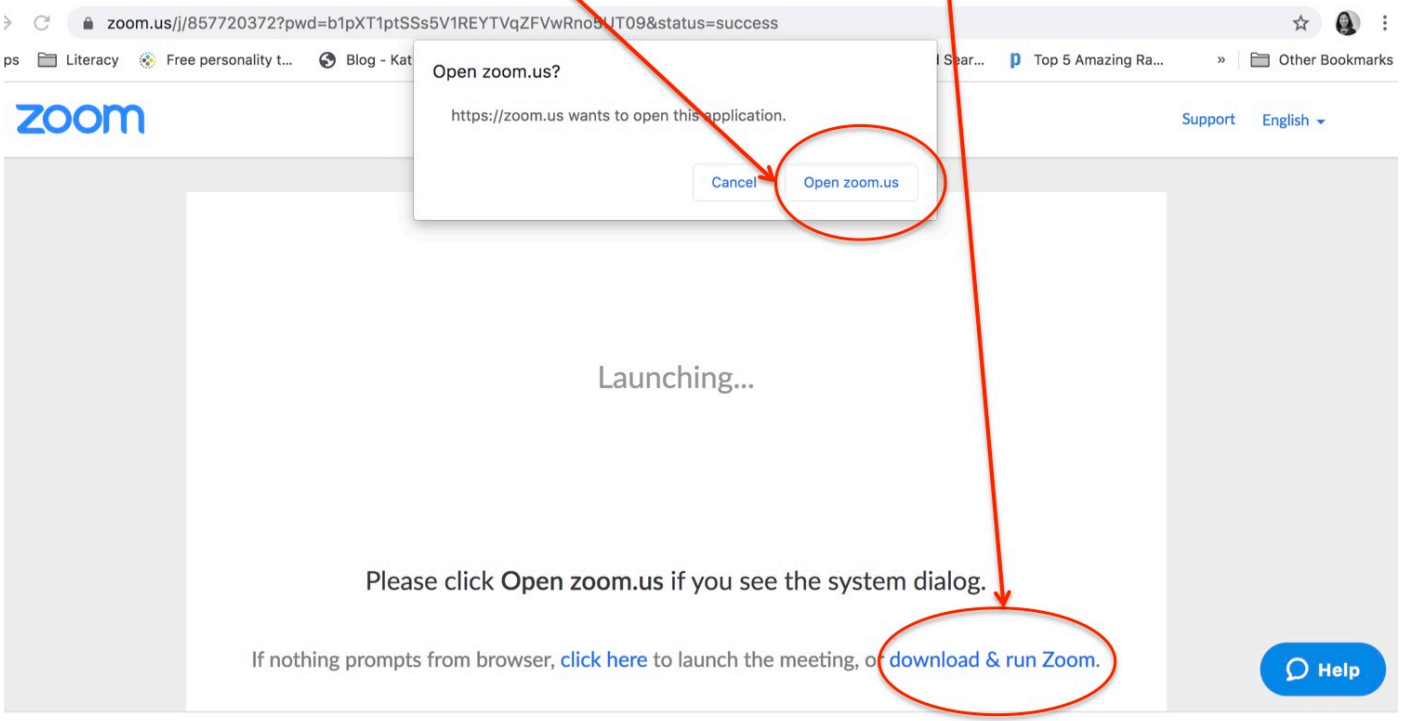
Join Zoom Meeting
https://zoom.us/j/636033115?pwd=em9Mbmd2Q29UTTlFd2h0MzdyRmQxQT09

Meeting ID: 636 033 115
Password: 602691

One tap mobile
+6531651065,,636033115# Singapore
+6531587288,,636033115# Singapore

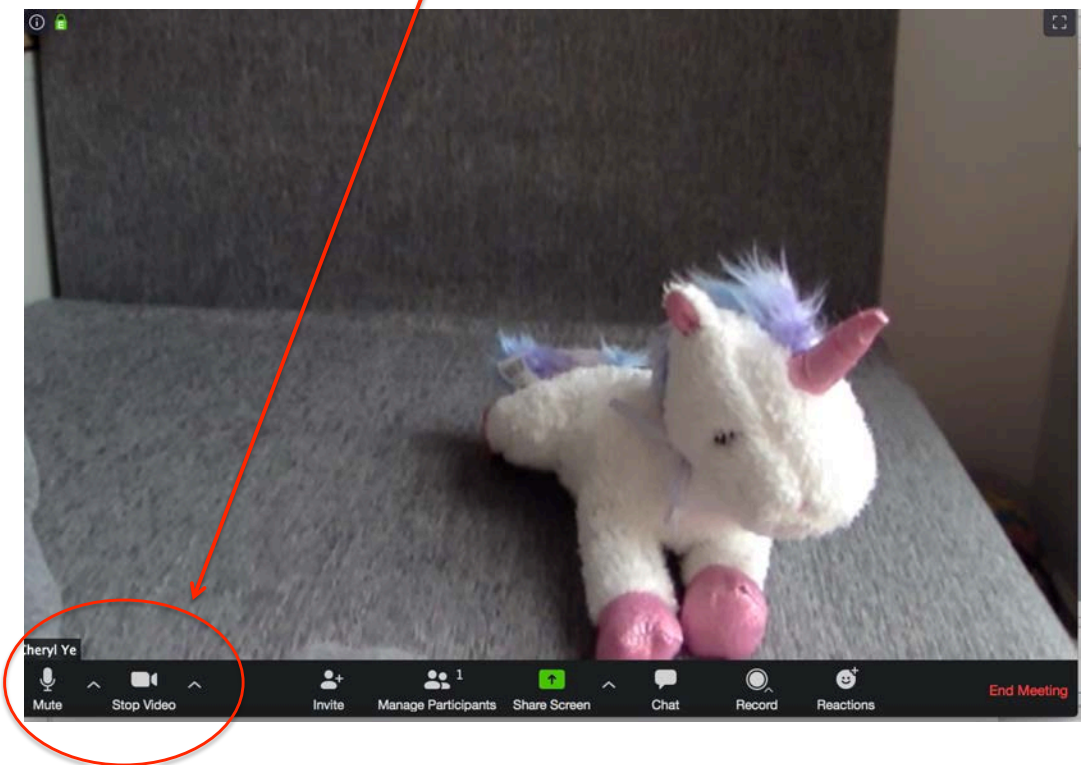
Dial by your location
+65 3165 1065 Singapore
+65 3158 7288 Singapore

Step 3: Click on “Open Zoom.us” OR “Download & run Zoom”



Step 4: Start the meeting and test mic and speakers.

Step 5: Have a great session!



The therapy session

At the beginning of the therapy session you will be required to inform your therapist of everyone who is present. Your therapist will also inform you if anyone else is in attendance.

For younger children, the session will need to be with the parent and child. In some instances, sessions may be largely geared towards parent education, as some children will be unlikely to remain engaged via video conference for the whole session. Parent education sessions will focus on ways that you can conduct therapy at home with your child.

Immediately after your session concludes, our client support team will run an invoice that you will receive. We will then bill you either via NDIS, or if private paying, run payment via your credit card (details should have already been provided to us).

Confidentiality and Privacy

Zoom is an end-to-end encrypted program, which means that no-one is able to access the content of the call/meeting except those in attendance. As with all our sessions, any information provided within the session will be kept in strict confidence and comply with State and Federal privacy policies. If recording of

any part of the session is required, we will ask for your consent in advance. Any recordings will be stored securely by Speech Ease.

Cancellation Process

Cancellation of online therapy services is covered by Speech Ease's Cancellation Policy.

If you do not sign into the Zoom meeting at the time of your appointment, your clinician will attempt to contact you to make sure everything is okay. If they are unable to get in contact, 'Did Not Attend' cancellation fees will apply.

Payments and Rebates

Currently, Medicare funds do not offer rebates for online therapy appointments. Speech Ease however is committed to helping parents out during this time of the COVID-19 situation. Therefore, if parents come with a current Medicare plan, we will waive the rebated amount.* The Federal Government is currently reviewing funding arrangements for online therapy, and we will let you know as soon as this changes. NDIS and HCWA clients have no restrictions on using online therapy services with their funding. Clients wishing to use Private Health rebates need to consult their Private Health Insurance provider about whether rebates apply to telehealth.

**Not applicable to sessions that are less than 45 minutes.*

For NDIS Self-Managed clients and privately paying clients, you should have already completed a credit card authorisation form prior to starting your session so that we can run payments remotely.