



# Guidelines for Young People to Use headspace Telehealth Services

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## What is telehealth?

Although **headspace** generally provides in-person counselling support, due to COVID-19, and the current climate with physical distancing measures, to ensure we are able to still provide a service to young people, their families and friends, we have transitioned to telehealth services.

Telehealth services consist of any health-related communication via telephone and video conferencing platforms and applications. Instead of in-person appointments, we are now providing online appointments over phone calls and video calls using 'Zoom'.

## What is this document for?

Because of the change from in-person to online services, this document will provide helpful tips on how you can use telehealth services and to make the experience as easy and as smooth as possible.

We acknowledge that there may be some difficulties due to the changes in moving the usual in-person appointments to online telehealth services. Efforts will be made to try to overcome these issues to the best of our capabilities, however, we recognise with the use of technological devices and internet networks come different challenges. We appreciate your patience and thank you for helping us with the transition to telehealth services.

## How to use telehealth services

**First off, please ensure you have a device that can make phone and/or video calls such as a:**

- Mobile phone
- Smart phone
- Landline home phone (for phone appointments only)
- VOIP (Voice Over Internet Protocol)
- Laptop (with a front facing camera for video calls)
- Tablet (with a front facing camera for video calls)

**For video calls via Zoom, please make sure before your appointment, you:**

1. Your clinician will send through the link and password for you to access the Zoom video call prior to your appointment to your email address and/or via SMS
2. Set up an account with Zoom using your details and email address (this is a free account) <https://zoom.us>
3. Download the free app on your smart phone via the App Store on iOS, or Play Store, or via your laptop by visiting the website at <https://zoom.us/support/download>
4. Once the application has been downloaded, please sign in and have your account details ready

**Things to keep in mind:**

- Please let your clinician know your preference for either phone or video call for your appointment; you have the option to change or decline preference at any time
- Please make sure that you have provided both your current mobile number and email address to us (if you change your details, please let us know as soon as possible)
- Please ensure you have enough credit and data on your mobile or internet plan, if you do not, please let your clinician know prior to your appointment so they can help you with this

### \*\*\*Important\*\*\*

Please make sure that you return the following forms to your clinician before the appointment (or else the appointment won't be able to go ahead):

1. 'Telehealth Session Consent, Confidentiality & Cancellation Policy'
2. 'Confidentiality and Consent Form'

## How to make the most of telehealth services

In comparison to in-person appointments, there will be many differences when using telehealth services. To ensure that you have the best experience possible, please make sure of the following for a smoother appointment.

### Please ensure:

- You have a safe and quiet place to have your phone/video appointment
- If there is a lot of background noise, please use earphones/headphones with a mic to make it easier for you/clinician to hear the conversation
- You may need to notify other household members if you think you may be disrupted during an appointment (if you're comfortable doing so)
- If you don't feel comfortable with video calling, you can disable the video function (please see FAQ's for instruction)
- Please make sure that you are not distracted during your appointment or doing something else. It can be helpful to turn off your notifications. e.g. walking around in your house, eating during the appointment, looking at Facebook or Instagram, travelling between locations like train station and home etc.

### What can I expect?

- Instead of physically going to a headspace centre and having your appointment in-person with a clinician, this will now be done online without you having to leave your residence
- Your clinician will be working offsite
- It may seem strange at first, as you may be more used to in-person counselling
- If you're on a phone call with a clinician, the silences can be a bit more awkward as you/clinician can't see facial expressions, body language or non-verbal cues
- You will receive the same standard of care from **headspace** and your clinicians
- The length of your appointments will remain the same

### Some of the advantages of telehealth services:

- Instead of delaying your appointments due to physical distancing and delaying getting support for your mental health, you can now access your appointments via telehealth, and the sooner you receive support, hopefully the sooner you will feel yourself again
- You can wear comfortable clothing e.g. pj's
- You save on travel time
- You can drink a cup of tea/coffee during your appointment
- If you have one, you can show off your pet to your clinician

## Confidentiality

You may have some concerns about having your appointments in your residence as oppose to the centre. Here we want to address some of these issues:

### 1. Concerns regarding the online security

- We have ensured that by using a password protected Zoom link to the appointment, means that only the host who has created the appointment (who will be your **headspace** clinician) and the person who is sent the link and the password, can only access the appointment.
- Zoom is currently the most used video conferencing platform system online for many **headspace** centres and Australian organisations.

### 2. Privacy in your residence

- There have been concerns about having one's conversations and health being overheard by others;
- If this is something that worries you, please let your clinician know prior to your appointment for them to assist you with this issue

### 3. I prefer in-person appointments

- Due to the uncertainty around how long physical distancing measures will be in place, we highly encourage young people to try out telehealth services. Your mental wellbeing is important

### 4. If you have a reluctance to use telehealth

- We do not record the appointments or phone calls; they are confidential and remain private between you and the clinician
- We have expanded access to mental health care, and are able to reaches more people
- It means we can still offer you a service during these uncertain times

### 5. What if I don't feel comfortable speaking over the phone/video

- Let your clinician know before the appointment so they can guide you through this
- You don't have to use video call

### \*\*\*Important\*\*\*

Please see the '[Telehealth Consent, Confidentiality and Cancellation Policy](#)' for further clarification.

## Troubleshooting

If you are having technical difficulties with the phone/video call, please use the below guide for some assistance:

Please note, there will be certain elements that will be beyond your/clinician's control. We will try our best to resolve any issues, or reschedule the appointment if necessary.

### 1. Internet connection issues

- Let your clinician know beforehand if you are having any issues with your connection
- Leave the Zoom appointment and try joining again
- Try closing down your Zoom app and opening it up again
- Try turning off your wi-fi and turning it back on again
- Try resetting your phone/laptop/Zoom app/modem
- Contact your internet service provider

### 2. Phone reception issues

- Try going into another room or area that you know has good reception
- Ask the clinician to call you back
- Turn airplane mode on then off again
- Try resetting your phone
- Please contact your phone service provider

### 3. What if the zoom appointment cuts out?

*If this happens due to your connection or Zoom's connection, the application itself will try to reconnect you into your last Zoom appointment automatically.*

- Try joining the Zoom appointment again using the same link and password
- Try closing down your Zoom app and opening it up again
- If Zoom is not working, your clinician will call you on your mobile

### 4. Audio issues (lag between video and voice)

- Make sure you have enabled the Zoom app permission to your mic on your device
- Make sure that you have unmuted yourself
- Make sure that your earphones/headset are working, if not unplug to test it out (make sure wireless headphones are charged and Bluetooth connection is working)
- *Understanding there may be lags in conversation due to connection issues*

### 5. Video issues (lag between video and voice)

- Make sure you have enabled the Zoom app permission to your camera on your device
- Make sure that you have enabled video on Zoom
- Make sure that your camera is not covered and lens is clean
- *Understanding there may be lags in the video due to connection issues*

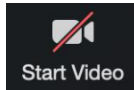
## Frequently Asked Questions' - FAQ's

### 1. Why have you moved to telehealth?

- Due to COVID-19 and government regulations around physical distancing and ensuring the health and safety of both our young people, their families and staff, we have moved our services to telehealth

## 2. How to disable video function during your Zoom appointment

- Please turn off video function and make sure the icon looks like this



Before you join a Zoom meeting, you have the option to disable the audio and video function:

**Join Meeting**

Meeting ID or Personal Link Name

headspace Services

Remember my name for future meetings

Don't connect to audio

Turn off my video

## 3. What if you don't have an appropriate place that is private and safe?

- Please let your clinician know prior to the appointment so they can help you with this

## 4. Do I have to stick to one way of communicating with my clinician?

- Absolutely. You can have some days over the phone and other days on video chat. Whatever you are most comfortable with. Please let your clinician know of your preferences prior to your appointments

## 5. My appointment via Zoom was not the same as my in-person appointment...

- This may be because of the conveyance of emotions through body language, non-verbal cues, empathy is different to what you would expect at an in-person appointment.

For example, you may perceive your clinician as being “cold” but perhaps that's the technology and not what is actually happening.

So, looking for signs that your clinician is conveying empathy and understanding you, and maybe having a chat with your clinician to see how they can make it more obvious for you. E.g. would you like them to check in regularly like “is this working for you?” “Do you feel understood?”

We value your thoughts and concerns. If you have any feedback in regards to this document, please contact us at:

**headspace Bankstown:** [headspace.bankstown@flourishaustralia.org.au](mailto:headspace.bankstown@flourishaustralia.org.au) 02 9393 9669  
**headspace Broken Hill:** [headspace.brokenhill@flourishaustralia.org.au](mailto:headspace.brokenhill@flourishaustralia.org.au) 02 9393 9699  
**headspace Castle Hill:** [headspace.castlehill@flourishaustralia.org.au](mailto:headspace.castlehill@flourishaustralia.org.au) 02 9393 9800  
**headspace Parramatta:** [headspace.parramatta@flourishaustralia.org.au](mailto:headspace.parramatta@flourishaustralia.org.au) 1300 737 616