



Telehealth Factsheet

website: speechswallowgroup.com

mob. 0403 726 535

WHAT IS TELEHEALTH ?

Telehealth means providing a health service using technology (phone or internet). It allows your Speech Pathologist and you, the client, to be in two different locations. Telehealth sessions are in real-time and are proven to be just as effective as in person.

Your Speech Pathologist will ensure that you receive the same quality of service as you would in person.

We currently use Google Meet platform to provide telehealth. If you're unfamiliar with this platform or don't feel confident with using technology, we will guide you through the whole process.

WHAT TECHNOLOGY DO I NEED?

You must have a device (mobile, laptop, computer or tablet device) that enables an audio and visual link with your Speech Pathologist. We recommend checking your Internet Connection. We find certain times of the day have better connection and we can work with you to ensure your connection is ideal for therapy.

WHAT IF I HAVE CONCERNS WITH TELEHEALTH?

Discuss any concerns that you have with your Speech Pathologist. Our priority is supporting you and we can provide a free 15minute troubleshoot session to build your confidence with using Telehealth services.

'Empowering people to Speak & Eat with Confidence'

CHECKLIST FOR VIRTUAL SESSIONS

- Connect with a laptop or mobile device (with a camera, speaker and microphone)
- Ensure you have a stable internet connection
- Set up in a quiet, private space & be aware of your background (hide any washing!)
- Practice using the 'join' link or number before the session.
- Check your video and microphone are both on.
- Make sure your device is charged & keep a charger close by.
- If you are unable to connect, call your Speech Pathologist.



Telehealth Overview

website: speechswallowgroup.com

mob. 0403 726 535

WHAT IS TELEHEALTH ?

Telehealth means providing a health service remotely using technology such as a mobile, tablet, PC or computer. We currently offer Telehealth services using Google Meet.



Telehealth Benefits

- Improved access to health care
- Reduced waiting times supporting faster diagnosis and treatment
- Reduced travel, expense and time away from home
- Proven to be just as effective as in person sessions.

FREE Troubleshooting

We can provide a free troubleshoot session over the phone, to discuss any concerns and help build your confidence with the technology and with Google Meet.

CHECKLIST Before Our Session

- OPEN Phone, Tablet, PC or LAPTOP.
- CHECK Battery, Microphone, Camera and Internet are working properly.
- SET-UP a quiet and private space (hide any washing !)
- Practice using the 'join' link or number before the session.
- TURN ON your video and microphone .
- If you are unable to connect, call your Speech Pathologist on 0403 726 535.



Our Top Tips for Telehealth

1. Be kind: Be kind to yourself as we try to navigate this new way of doing things. If you run into technical difficulties during your session, know that we can work together and learn from each session.

2. Be appointment ready: set up before your appointment, make sure others in your home are aware of your session, try not to have too many others using the internet at the same time.

3. Be adventurous: why not take this time to try something new like a video call or use the Speech app your Speech Pathologist recommends? You & your Speech Pathologist will be learning together, and we want you to succeed so are ready to help.

4. Ask for help: it's easy to give up when something is new, but ask help from family, friends or the Speech Pathologist. A phone call to talk you through the steps is easy to do.

Thank You.

We look forward to helping you.

Contact Us

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