

## ACACIA THERAPY – STEP BY STEP GUIDE

## **BEFORE A TELEHEALTH SESSION**

Your therapist may be in contact with you via email before your session with a plan or a list of resources required for the session. It is important you communicate with your therapist if you have any difficulty accessing the email or the resources.

## STEP BY STEP GUIDE TO TELEHEALTH:

**Step 1)** You will also receive an email from your therapist with a link to join the call.

⊟ ୨೮↑↓8- =	Invitation: Call with Callum	n from Acacia Therapy	<ul> <li>Message (HTML)</li> </ul>		- )	
File Message Help Q Te	me what you want to do					
Construction of the sector of	Move to: ? ^ → To Manager ♥ Team Email ♥	Move Z ~ Tags	Editing Speech	Zoom Send Onel	I to lote	
Delete Respond	Quick Steps 5	Move		Zoom OneN	lote	
nvitation: Call with Callum f	rom Acacia Therapy					
invitations@coviu.com			S Ri	eply 🖒 Reply	All  → Forw	ard
If there are problems with how this messag	is displayed, click here to view it in	n a web browser.			Tue 31/03/	2020 12:26 PM
You've	U.S. Isota in	-				
Join the	How to jo	in				
been	To connect to	this call, you'll nee	d the following:			
invited	A can     Speal     Google	nera connected to y kers/headphones	our computer	refox or Coviu fo	r iOS	
to a	When it's time	e for the call, simply	click "Join the call	", or copy		
call	https://acacia	therapy.coviu.com/r	oom/@callumdavi	dedwards in to y	our browser.	
oun	To help ensur	re the quality of the	call experience, w	e recommend ru	nning a <u>precall</u>	test.
Call with Callum	Need help	p?				
from Acacia Therapy	If you need an site.	ny help getting start	ed make sure you	visit our <u>Help G</u>	<u>iides</u> section o	n the
I would like to						

**Step 2)** Once you click **'Join the call'** in your email, it will take you to an internet browser. You should then click **'Join as guest'**.



Contact us: 46 001 343 : 0427 820 532 or visit www.acaciatherapy.net



**Step 3)** You will then be asked to enter your name and take a photo of yourself. Once completed, press **'Continue'.** This step is part of Coviu's security protocol as it helps to identify you.

callumda	videdwards's room
Joi	in this room as a guest:
Take a picture:	
	Retake 🖸
Enter your name:	
Anastasia	Vandersee
	Continue 🔶
Hav	e a Coviu account? <u>Sign in</u>
By using this service you a	gree to the Coviu <u>Terms of Service</u> and <u>Privacy Policy</u> <u>Powered by Coviu</u>

**Step 4)** Next, you will be asked to give consent to partake in the telehealth session. After reading, if you consent, please tick **'I consent'** and the click **'Let's go'**.

# Informed Consent

#### We want to make sure you are aware that:

- A video consultation will not be exactly the same, and may not be as complete, as a face-to-face service.
- There could be some technical problems that affect the quality of a video visit.

## Please confirm you understand the limitations of a health service provided online and are happy to proceed.

- If the video visit does not achieve everything that is needed, you will be given a choice about what to do next. This could include a follow up face-to-face visit, or a second video visit.
- You can change your mind and stop using video consultations at any time, including in the middle of a video visit.
- This will not make any difference to your right to ask for and receive health care.



Contact us: 46 001 343 : 0427 820 532 or visit www.acaciatherapy.net



Step 5) You may then have to wait until your therapist accepts you into the call.



**Step 6)** Once accepted, you will see yourself and your therapist on the screen.



Please remember that Acacia Therapy is here to assist you. If you have any questions or technical issues, please contact us on 46 001 343 or 0427 820 532.

Visit <u>https://www.acaciatherapy.net/</u> for more information

Contact us: 46 001 343 : 0427 820 532 or visit <u>www.acaciatherapy.net</u>