

## FREQUENTLY ASKED QUESTIONS

- Is telehealth as effective as face to face services?
  - Occupational Therapy Australia (OTA) supports the use of telehealth services that comply with World Federation of Occupational Therapy principles and are client centred, evidence based, fit for purpose and within Occupational Therapy scope of practice (WFOT, 2014; OTA, 2017).
  - Acacia Therapy is committed to providing high quality therapeutic services and will assess individual client needs to determine the appropriateness of telehealth on a case by case basis.
- Is telehealth covered by NDIS?
  - Yes, telehealth is covered by the same support budget in your NDIS plan as face to face therapy sessions.
  - <https://www.ndis.gov.au/coronavirus/participants-coronavirus-covid-19/your-plan>
- How much does it cost?
  - Telehealth consultations are charged at the same rate as a face to face session. Telehealth consults may differ in length; however, they will generally be followed up with a summary email and/or home program depending on the individual therapy goals of the client and family.
- What will a telehealth session look like?
  - Each telehealth session will be tailored to yours and your family's individual needs. Please liaise directly with your therapist if you have questions about the exact contents or structure of the session.
- Are telehealth consultations safe, private and confidential?
  - The general privacy requirements for video consultations, relating to confidentiality, patient consent, security of patient information and medical records are the same as for conventional face-to-face consultations.
  - At Acacia Therapy, our telehealth video consultations are conducted using secure infrastructure and end to end encryption.
- What happens if the telehealth consultation is interrupted or internet connection is lost?
  - If the connection is interrupted or lost, your therapist will support you to troubleshoot. The consultation can be continued by telephone or another appointment time will be booked. Don't worry, we always have a backup option available.