

# Acacia Therapy Telehealth Service

## WHAT IS TELEHEALTH?

Telehealth consultations are virtual appointments conducted over the phone or via video conferencing.

At Acacia Therapy we use CoviU as our video conferencing system. CoviU is a secure platform that can be used from most devices including PC, laptop, iPad or mobile device to speak to an Acacia Therapy staff member via video.

## GETTING SET UP FOR TELEHEALTH:

To be able to join your telehealth appointment from home, you will need the following:

1. A desktop or laptop computer with a webcam, microphone and speakers (this may be built in) OR an Android or Apple device with built-in camera, microphone and speakers.

CoviU allows users to complete a Pre-call Test. This test will check the various network and device settings that are used in making a call. We suggest you complete this test prior to the appointment. <https://tools.coviu.com/precall/>

2. An internet connection such as broadband or NBN. Telehealth can work on 4G wireless internet, but this is not the preferred option as speeds can be impacted by the weather and other factors. You will also need a minimum of 350Kbps for both upload and download. ***It is important that you use either Google Chrome or Firefox as your internet browser when using CoviU.***
3. A private, well-lit area where you will not be disturbed. Preferably somewhere quiet with minimal background noise. A table and some open space to complete activities can also be helpful.
4. A support person (eg: parent/carer or support worker) to be present for the whole session to assist with the technology and help you participate in therapy activities.

Prior to your appointment, a link will be sent to you via email, along with your appointment details. The appointment will have a big red button that says click here to 'join the call'.

[Join the call](#)

For a comprehensive step by step guide to using CoviU, please go to our website at <https://www.acaciatherapy.net/>.

If you are considering Telehealth, your therapist can give you a call to discuss how telehealth might work for you and your family and support you in setting up a space and the required technology.



## BASIC TROUBLE SHOOTING:

If your audio is not working:

- Make sure your speakers or earphones are plugged in properly, the volume is turned up and not muted. You can always try playing a YouTube video to check if the audio works. CoviU allows you to choose different output devices - go to the Settings cogwheel and choose your speakers.

If your video is not working:

- If you are using an external webcam, make sure it is plugged in properly.
- If you are using the built in webcam, make sure you have given access to CoviU to use your webcam. CoviU will ask permission to access your webcam through the internet browser (Chrome or Firefox). For comprehensive trouble shooting information please follow this weblink <https://help.coviu.com/en/articles/799176-stuck-at-restart-camera>
- Run a CoviU Pre-call Test at <https://tools.coviu.com/precall/>.

If the connection is poor or too slow:

- Make sure that no one at your house tries to stream videos (such as Netflix) or play online games during a session, because it can slow down the internet speed.
- Make sure that you don't leave too many browsers and websites open, especially the ones that have online games. It is better to have one browser with a website open at the time. If you have too many websites open, your internet connection can slow down.
- If using a WIFI connection, try moving closer to the internet modem.

Unsure what the problem may be?

- Run a CoviU Pre-call Test. This test will check the various network and device settings that are used in a telehealth session. It will also check your device (computer) setup, such as camera, microphone, browser and speakers, connection with CoviU call services and network connectivity and quality. On conclusion of the test recommendations and advice for troubleshooting are provided.

What if I don't have access to broadband or a suitable device?

- Acacia Therapy is able to provide telehealth via phone. Please call us to discuss how a phone-based telehealth program may be able to assist you.

***Please remember that Acacia Therapy is here to help you. If you need any technical support or assistance, please contact our office on 46 001 343.***