



PEOPLE OF PEONY'S DELIVERING TELEHEALTH SESSIONS POLICY AND PROCEDURE

What is Telehealth

Telehealth means getting help or support from a staff member using video or online calls instead of meeting in person.

You can:

- Talk to your therapist or support worker from home
- Use your phone, iPad, or computer
- Save time and travel

Why Telehealth is Offered

At People of Peony, we want to give you choices.

Telehealth:

- Makes it easier for people in remote places to get help
- Gives you another option if coming in person is hard
- Lets you talk to your team in a way that works for you

What you Need for Telehealth

To use Telehealth, you need:

- A phone, tablet or computer with internet
- A camera and microphone (like Zoom or FaceTime)
- A quiet, private space for your session

People of Peony does not buy the equipment for you – but we help you understand how to use it.



What Happens Before Your Session

We will:

- Tell you how the session will work
- Help you understand what Telehealth is
- Let you know how long the session will be
- Let you know how much it costs in your NDIS Plan
- Let you choose face-to-face instead, if you want

We will also send you the time and date by text, phone or email.

Privacy and Consent

Your privacy is very important to us.

We will:

- Ask for your **permission (consent)** before starting any Telehealth
- Ask for permission again if we ever want to record the session
- Keep your information private and safe

You'll need to sign a simple form to say "Yes, I'm happy to do Telehealth."

If something goes wrong with privacy, we will tell you what happened and keep you safe.

During Your Telehealth Appointment

We treat Telehealth just like a face-to-face session.

We will:

- Talk to you in a way you understand
- Respect your rights and your choices
- Make sure you feel safe and supported



If Something Goes Wrong

If there is a problem during your Telehealth session (like a tech issue or you feel unsafe), we will:

- Follow our rules to help you quickly
- Keep records of what happened
- Check in with you to make sure you're okay

You Have A Right To

- Say yes or no to Telehealth
- Ask for a support person or advocate to help you
- Stop the session anytime if you feel uncomfortable
- Choose a support worker that fits your needs
- Feel safe, respected, and heard

Supporting Information

We also have:

- A Telehealth Consent Form
- A Privacy and Safety Policy
- A Risk and Incident Policy
- An Easy Read Guide to Your Rights



We Check and Improve

We will:

- Ask what you think about Telehealth
- Check your files to make sure everything is done right
- Make changes based on your feedback

DOCUMENT CONTROL

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