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Easy Read Telehealth Information

When supporting a person reading this document please refer to the device which is applicable to them e.g. computer, tablet, laptop or smartphone.



Telehealth is getting your services on your computer.

This means you can stay at home during Covid-19.



You can use a computer, laptop, iPad or phone.

You need a good internet connection.



You could:

- See and speak to your doctor.
- Take part in a group exercise class.
- Have a session with your Occupational Therapist

On your computer.

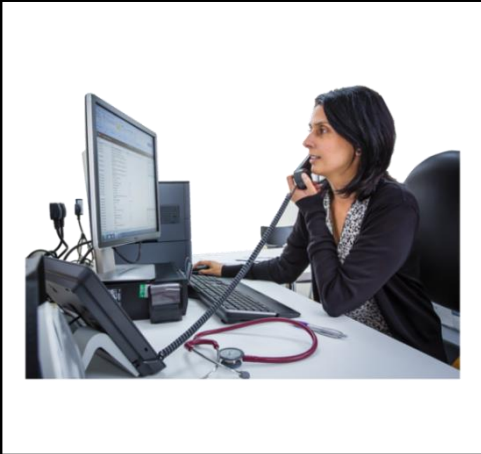
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Getting services on your computer is safe and private.

The person will see and hear you on their screen.

You can choose to have staff or family to help you.



You will get a call from the person who wants to see you.

The person will check if you have a computer and internet.

You can ask questions.



You can choose **YES** to get your services on your computer.

You can choose **NO** and you will get your services in a different way, if possible.

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You will get an email or text with the meeting details.

The email gives you the date, time, link and instructions for the meeting.



You can call the person if you want to cancel or change the meeting.



For the meeting, you should use a private quiet area.

Connect to your home Wi-Fi instead of mobile data.

Charge your computer.

Check the camera, speakers and microphone are working.

Ask someone for help if there is a problem.



At the meeting, you can tell the person your name, date of birth and if you consent to the computer meeting or not.

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You can ask to finish the meeting at any time.



You can choose to turn off your camera.

The person might take notes.

You can ask any questions that you have.

At the end of the call it will be explained what happens next



For groups, everyone will be asked to say their name and give their consent before the activity starts.



The video call is free (except for internet usage).