

Frequently Asked Questions about Telepractice



Rocky Bay Therapy Services is offering Telepractice services

What is Telepractice?

Telepractice is the delivery of therapy using online platforms on a computer, laptop or tablet. Rocky Bay uses Microsoft Teams (MS Teams) which is a free, secure online program.

Is Telepractice just as good?

There is evidence supporting the use of Telepractice for services such as speech therapy, occupational therapy, physiotherapy and psychosocial therapy, indicating that services delivered online are of quality and evidence based.

What are the benefits of Telepractice?

Online therapy services allow people who may otherwise be unable to access therapy to get the support they need. Additionally, Telepractice is considered a safe alternative to reducing the risk of transmission of infection between therapist and customer.

What do I need to get started?

You will need the following:

- A computer, laptop or tablet that has an inbuilt camera or webcam and microphone
- Internet connection

Do I need to download MS Teams?

No, downloading MS Teams is optional. When your therapist books a Telepractice session they will email you an MS Teams link; if you do not have the MS Teams App, when you click the link select to join via Internet browser. If you have downloaded the MS Teams App it will automatically open. Refer to Rocky Bay Handouts on "how to join an MS Teams meeting" and "how to download MS Teams App" for more information.

Should I have someone attend the Telepractice session with me?

Yes, if you are not familiar with using technology, it would be best for you to have someone helping you at your end.

Yes, if you are a parent of a child who is receiving Telepractice, you will need to remain with them during the session.

Yes, if you require physical support and/or have medical needs, you will require to have someone with you to assist.

Yes, if the strategies being discussed are to be practiced across a variety of daily activities.

No, if it is a sensitive, confidential and/or personal matter, it may not be appropriate to have someone else with you.

If unsure, please discuss this with your therapist when booking the Telepractice appointment.

How do I make the most out of my Telepractice session?

- Plan ahead with your therapist so you both know the purpose of the session and identify any equipment/resources that you require
- Make sure your equipment is in good working order
- Ensure your computer/laptop/tablet is fully charged (or access to power source)
- Set up the equipment in a quiet room with minimal distractions or background noise
- Have your phone with you in case your therapist needs to call you
- Ensure there is adequate lighting and space

Is this service private and confidential?

At the beginning of the therapy session you will be required to inform your therapist of everyone who is present in the room with you. Similarly, your therapist will also inform you if they have someone with them.

Sessions are not to be recorded under any circumstance unless permission is provided by all parties participating in the Telepractice session.

MS Teams is an end-to-end encrypted program, which means that no-one is able to access the content of the call/meeting except those in attendance. As with all our sessions, any information provided within the session will be kept in strict confidence and comply with State and Federal privacy policies. If recording of any part of the session is required, we will ask for your consent in advance.

What is the cancellation process?

The Rocky Bay Cancellation Policy (available on our website) applies to Telepractice services.

If you do not sign into the MS Teams Meeting at the time of your appointment, your clinician will attempt to contact you to make sure everything is okay. If they are unable to get in contact with you, the 'No show' cancellation fees will apply.

If you would like to move your face to face appointment to a telepractice session, please contact our team with a minimum 48 hours notice.

Will I be charged differently for Telepractice Services?

Payments for Telepractice will be the same as for your usual service. For NDIS Self-Managed customers and privately paying clients, you will receive an invoice following the sessions. For NDIS Organisation Managed Rocky Bay will claim directly from the NDIS once the service has been provided.

How do I book a Telepractice Session?

Call our Scheduling team on 6499 1444 Telepractice appointment. You will be sent a link with instructions on how to access your Telepractice session.