

# INFOSHEET



This info sheet is for education purposes only. Please consult with your doctor or other health professionals to make sure this information is right for your child. If you would like to provide feedback on this fact sheet, please visit: [www.schn.health.nsw.gov.au/parents-and-carers/](http://www.schn.health.nsw.gov.au/parents-and-carers/)

## NSW Paediatric Rehabilitation Services (NSW PRS) Telehealth

### What is telehealth

Telehealth is a way for children, young people and families to connect with their NSW PRS team using technology such as computers with cameras, mobile phones, and high-speed internet. It can give families a choice to not always go to the hospital or clinic for a face-to-face appointment. Telehealth appointments most commonly happen when the child and family are at home and they link to their NSW PRS team via a computer or device.

This information sheet gives ideas about how to decide between a telehealth or a face-to-face appointment. It is important you and your child discuss this together with your NSW PRS team to decide on the safest way to plan your child's rehabilitation care.

### What is needed for telehealth

- Technology - a computer with a working camera and microphone or a tablet device
- Reliable internet and enough data, you can test your internet speed here [www.speedtest.net](http://www.speedtest.net)
- A quiet location where the appointment can take place without disruption

### Why use telehealth

- Reduce travel time, & travel & accommodation costs, especially for regional or rural families
- Less family disruption such as missing work and school
- Your family doctor or local therapy team can join in the telehealth appointment

### Why choose telehealth or a face-to-face appointment

- Is it the first time seeing the Rehabilitation team
- Does my child need a test or investigation that can't be done locally
- Has my child had a change in their function and need a physical examination
- Does my child need a specialist rehabilitation treatment or procedure
- Do outcomes of rehabilitation treatment need to be assessed and measured
- Does my child have other appointments at the hospital on the same day
- Is my child able to follow instructions and communicate with the team by a computer
- When preparing for the appointment have questions ready to ask the team
- Who do you want involved in the appointment

### How do I find out more about telehealth

Contact your local NSW PRS team:

#### HNEkidsRehab - Hunter New England Kids Health

- Phone: (02) 4925 7868
- Fax: Referrals to RIM: (02) 4923 6517

#### Kids Rehab - The Children's Hospital at Westmead

- Phone: (02) 9845 0833
- Fax: (02) 9845 0685

#### Rehab2Kids - Sydney Children's Hospital, Randwick

- Phone: (02) 9382 0178
- Fax: (02) 9382 01