

UniSA Allied Health Services - Telehealth



What is telehealth?

Telehealth is the use of telecommunications technology such as videoconferencing, telephone consultation and/or email to deliver long distance clinical services to client. Telehealth provides a solution that allows for clients and families to still have access to allied health support without having to attend UniSA Health and Medical Clinic. You may hear of other terms including telerehabilitation, telecare, telemedicine, teletherapy, and telepractice.

What will the allied health services look like using telehealth?

In these unprecedented times with COVID-19 and the growing need to self-isolate and practice social distancing, our allied health services need to adapt while still providing valuable services to our clients, university students and the wider community. Your scheduled appointment with the UniSA student or clinician will be conducted through a videoconference. Students will be supervised by qualified clinicians.

What do you need to participate?

To access our telehealth service, you need to have one or more of the following:

- Computer, smartphone or tablet with internet access
- Email and/or phone

We will be primarily using the **NeoRehab** platform. This is a web browser-based video conferencing platform accessed through Google Chrome on your computer, tablet or smartphone.

How will we ensure your health and safety is managed?

Your health and safety is very important to us, and your telehealth consultation will be subject to our UniSA Work Health and Safety (WHS) Policy and Procedures. Please ensure you have a safe space to complete any exercises, free of any obstacles and hazards that may cause harm. This might include a slippery surface, and chairs and/or tables in a close proximity. If you are uncertain as to whether or not your space is safe, please discuss this with your student/clinician.

How is privacy and confidentiality managed?

UniSA Health acknowledges and respects your rights to privacy and we are committed to maintaining the confidentiality of your personal information. You can request to see our Privacy Policy at any time, by asking your clinician, our reception staff or the Practice Coordinator. The UniSA Health Privacy Policy is also available on our website [UniSA Health Privacy Policy](#)

Privacy and confidentiality will continue to be maintained through telehealth in a manner that is consistent with our existing policies. The **NeoRehab** platform has been specifically chosen as it encrypts all video data end-to-end on the call to keep your information safe and private. The platform is fully compliant with international standards including the HIPAA standard (Health Insurance Portability and Accountability Act) and conforms to the strictest requirements around data privacy and security which is designed to safeguard medical information. More information about HIPAA requirements can be found here: <http://www.hhs.gov/hipaa/>

With your consent, we may also take and collect visual and/or audio recordings of you as a patient through the telehealth platform. We will hold, secure, protect, and make available to you these recordings in a similar manner as with your other personal information as described in our Privacy Policy.

UniSA Health will offer National Disability Insurance Scheme (NDIS) telehealth services and supports, and clients are directed to the NDIS Participant Handbook for information on your rights and responsibilities as an NDIS Participant.

There may be times when it is beneficial for UniSA Health to speak to other clinicians, community stakeholders or agencies that are relevant to you. We will only share your information if you have provided consent.

If you have any further queries regarding allied telehealth services, please do not hesitate to contact us on details below.



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