

## What is telehealth?

Telehealth is the use of technology such as videoconferencing, telephone 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 the UniSA Health Clinics. You may hear of other terms including telerehabilitation, telecare, telemedicine, teletherapy, and telepractice.

UniSA Health offers a range of student and clinician-led telehealth services for children and adults. We 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.

## What do you need to access telehealth?

To access our telehealth service, you need to have a computer, smartphone or tablet with internet access as well as an email and/or phone number. UniSA Health uses Zoom, Microsoft Teams and NeoRehab platforms to deliver telehealth consults. When you book your telehealth appointment, our staff will let you know which platform you will be using and how to access either through an app on your smartphone or tablet, or via a web-based browser on your computer.

## How will we ensure your health and safety is managed?

Your health and safety are very important to us, and your telehealth consultation will be subject to our UniSA Work Health and Safety (WHS) Policies 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 close proximity. If you are uncertain whether your space is safe, please discuss this with your student/clinician. Students are supervised by qualified clinicians.

## How is privacy and confidentiality managed?

UniSA Health acknowledges and respects your rights to privacy, and we take all reasonable steps to ensure that your personal information is stored securely and protected from misuse and unauthorised access. Our Telehealth service is subject to our existing UniSA Health Privacy Policy. You can request to see our Privacy Policy at any time by asking the student, clinician, reception staff or the Practice Coordinator. The UniSA Health Privacy Policy is available on our website [UniSA Health Privacy Policy](#).

Zoom, Microsoft Teams, and NeoRehab are our preferred platforms due to the security features available that facilitate the protection of your information. With these safeguards in place, we are ensuring strict requirements around data privacy and security to protect your information.

### *Data Storage*

Where possible, all data hosted by the video conferencing platform serves will be hosted in data centres within Australia<sup>1</sup>. All UniSA hosted Zoom sessions will be held in Australian data centres and therefore subject to Australian laws and regulations.

### *Video and Audio Recording*

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.

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<sup>1</sup> For the usage of UniSA **Microsoft Teams platform only**, we cannot guarantee that all data generated will remain in Australian data centres. Whilst most data are stored in Australia, chat and media data are stored in Asia Pacific. In addition, Microsoft stated they reserve the right to “transfer and store Customer Data at rest anywhere within Europe or North America”.

### *Exchange of Information with External Providers*

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 explicit consent through an Exchange of Information form.

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

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