

Dear Family,

We are pleased to confirm your booking at QEC for our:

Telehealth Program

Our Telehealth program is a 4-night program offered via video calls. Video calls are conducted through Healthdirect. An allocated clinician will be online at all times throughout your admission to support you to achieve your parenting goals. Our aim is to replicate what you would experience during our residential stay but from the comfort of your own home.

For information on setting up Healthdirect on your mobile/tablet/computer, please refer to the attached information sheet.

If you would like to use audio calls instead of video calls on this platform throughout the program please speak to the clinician at the time of admission.

What's next?

- Join online at times that suit you via Healthdirect (video)
- Contact us as many times as you need so that we can support you (day and night)
- The clinician will aim to respond in less than five minutes
- There will be online group education sessions throughout your admission. Invitations for these sessions will be emailed to you at the commencement of your admission (See the attached document for further information on the group sessions).
- We welcome extended family or support people to join the Telehealth program with you.

Medications

Parents and carers are required to self-manage their own and their child/ren's medications during our Telehealth program. Please ensure all current prescribed and non-prescribed medications are available (and out of reach of children) to be discussed during your telehealth admission. All medications must be in their original packaging. For prescribed medications, the correct name and dose must be stated on the medication.

Tips for preparation for Telehealth

- ✓ Ensure your phone/tablet/laptop/computer is charged
- ✓ Have your child's My Health, Learning and Development Record (Child Health Record) ready
- ✓ Keep a notepad and pen nearby if helpful

- ✓ Airpods/headphones are highly recommended so we can communicate with you whilst you settle your child
- ✓ Minimize your commitments for the duration of your admission to ensure you get as much as you can out of the program.
- ✓ We encourage you to maintain your child's normal routine throughout the program, eg. Childcare

For cancellations, confirmations or any other queries regarding your stay please call 9549 2777.

Thank you, we look forward to working with you soon.

Kind Regards,

QEC Telehealth Team