

If you have tried everything you can to help the family access Video Call and it is still having issues, please contact Genevieve Johnsson with a description of the issue, what type of computer or device the family is using and any screen shots they have sent you showing what it happening from their end.

### Video Call Set Up

#### What are the minimum device and operating system requirements?

When making calls with Video Call, user devices must meet the following requirements:

##### *Windows computer*

2GHz dual-core, i5 processor, 3GB of RAM Microsoft Windows 7 or later

##### *Apple computer (iMac, Mac Pro, Mac Mini, MacBook, MacBook Air, or MacBook Pro)*

Intel 2GHz dual-core, i5 processor, 3GB of RAM MacOS 10.12 (Sierra) or later

##### *Android tablet or smartphone*

(Less than two years old, with a front-facing camera) Android 5.1 or later

##### *Apple iPhone or iPad*

iPhone 5S or later, iPad Air or later, iPad Mini 2 or later, iPad Pro iOS 12 or later

(For very old iOS devices you can use the old **Coviu app here**- do not use if you have an up-to-date device.)

If families have a spyware or antivirus software on their computer they may need to disable it before connecting

#### What are the web browser requirements?

Users require one of the following web browsers to use Video Call:

##### *Windows, Android, MacOS (Laptop or desktop computer)*

Google Chrome - Version 72 or later

##### *Windows, Android (Laptop or desktop computer)*

Firefox - Version 68 or later

##### *MacOS, iOS (iPad or iPhone)*

Apple Safari - Version 12.0 or later

##### *Android (Device)*

Google Chrome - Version 72 or later

#### How much data does teletherapy use?

A general guide has been established as **1GB per hour** of Video Conferencing. Many providers are offering extra data allowances, perhaps discuss with families and encourage them to discuss with their provider.

#### Should participants do a precall 'test' every time?

No this is not necessary, if internet has been patchy perhaps do pre-test call. This is also something that families can once they have joined the waiting room and are waiting for their sessions.

The camera and microphone cannot capture video and/or audio in the Chrome Browser on the computer. What can I send families to help them with their Chrome settings?

There is some helpful info at HealthDirect Support:

<https://help.vcc.healthdirect.org.au/57493-category-3/stuck-at-restart-camera>

<https://help.vcc.healthdirect.org.au/57493-category-3/troubleshooting-first-time-sign-in-registration-browser-issues>

The camera/microphone is not working on the device.

Ensure the family “Allow” HealthDirect to access to the microphone and camera. See above for trouble shooting.

The family can see me but cant hear me. What can I do?

Ask the family if they did the pre call test and what were the results.

Check they have their speakers off mute and the volume is turned up. If they have headphones in, try to get them to take them out and see if it helps.

Check if they are on a VPN at work or if there home internet has extra layers of security that may be blocking them from the hearing or seeing.

How to I invite participants to a session?

Send families the Info for families – joining your teletherapy session document in the Teletherapy Training Folder

[..\Tele-Therapy Training](#)

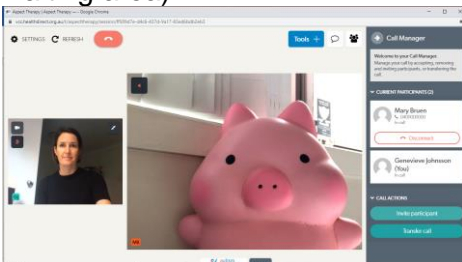
What is the best way to invite multiple people into a session?

You can have up to 5 people in a Video Call session at once.

You can do this one of two ways:

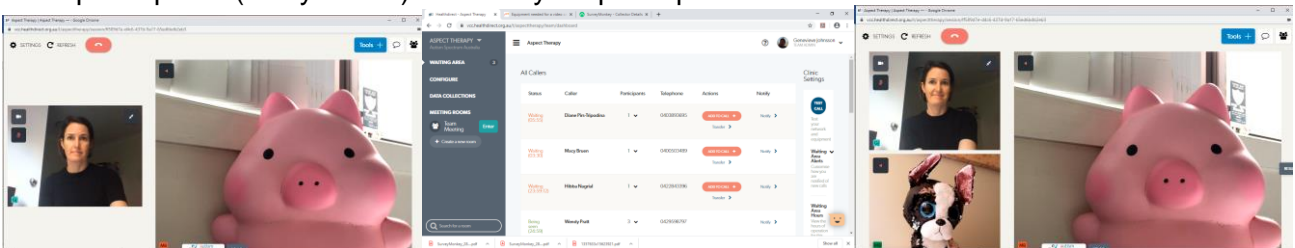
Option 1

Have your email addresses and/or phone numbers of extra people you want to invite ready. Once you have joined your call with your participant/family, open your call manager and invite extra participants directly from your call via email or SMS. They will come directly into the call (not via the waiting area).



Option 2

Join your family/participant in a call (Mary Bruen), then go back to the waiting area and find your extra participants (Macy Bruen) and add your participants to the call.



Can we still use interpreters from TIS via teletherapy – can they join teletherapy sessions or we could access via phone if needs be?

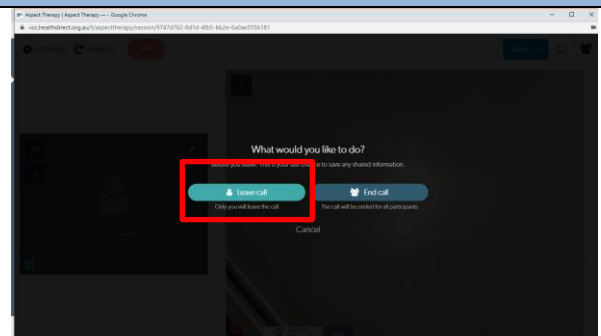
Interpreters can be contacted via phone only. Therefore, you will need to call TIS from your mobile phone and you will need to place it near the speaker so they can hear the participant clearly. A mini speaker may help to ensure the sound is clear from the participant and transmitted into the phone. We will update you if there are any changes to the way TIS provide services to cope in the current climate.

### What do I do if I join the wrong call?

It is important to check the correct name AND phone number before joining call. If you are unsure if it is your client, do not join the call, text/call the family to check they have joined the waiting area before joining the call.

If there are a lot of calls happening at once, sometimes your participant may move down the line when you go to click it and you accidentally join another call.

Immediately click on the red phone button once you enter the call and then click on Leave call (see below). This will return the client to the waiting area.



### When participant is notified in the waiting room – can they respond if you send them a message while they are waiting?

No, you can only notify them.

### Can I record a Video Call session?

No, we will not be doing any recording in Video Call. If you would like to pre-record a sessions for a family you will need to use one of the Zoom Pro Accounts.

### Can I practice Video Call on my own?

Yes, simply use your phone or another computer to login as a participant through the Aspect website. Enter your name or a made up name. Log in to your Health Direct Video Call dashboard and join yourself in the call. You will need to mute the participant device so you don't get feedback through your computer. You can leave as the participant and you will still be able to stay in the call and practice until you end the sessions.

### Can I still use Zoom?

Video Call provides the needed security and accessibility to deliver tele-therapy sessions by a very large team. It also allows Administrators to get info about what is currently happening. We are wanting to move to this platform for individual sessions.

For meetings or participants sessions larger than 5 people, we can still use zoom but you need to use one of the Zoom Pro Accounts. Contact your supervisor for access.

We understand this may be hard for some people who have been delivering online supports and are used to the Zoom platform. Please discuss this with your supervisor and we are being flexible as we transition into telepractice. We want the participant's first experience to be a successful one so will work with what works best.

All staff will still have a Zoom basic single sign on account with Aspect Therapy.

### How do I have forms signed by families and participants?

#### **Service Agreement/ISP**

Email SA and or ISP to family and ask family to reply to "Confirm they consent to the terms of the Service Agreement" or provide verbal consent over phone/Video Call.

Sign SA and ISP on behalf of parent, write down "Verbal/Written consent provided by parent on date..." If email consent received, copy and paste email into progress notes.

#### **Phone call/Zoom Session/Resource Development**

Seek consent from family either verbally or via written (email).

Sign Service report in Salesforce on behalf of parent, write down "Verbal/Written consent provided by parent on date..."

#### **Teletherapy sessions via Video Call**

When families log into Video Call, please ensure they have read the information page. There is the disclaimer re. billing – "If you click continue you consent to this session being invoiced as per your service agreement."

The disclaimer becomes the agreement and you do not need to get a form N signed in session Sign Service report in Salesforce on behalf of parent, write down “Verbal/Written consent provided by parent on date...”

#### I live in a more remote location and my internet is already poor, any tips for making this successful?

Connecting with our families should be first priority. Make choices around what system suits you and your participants and sets you up for success. If you are tethering to your phone, incoming phone calls may disrupt your sessions. One possible option to get around having phone calls disrupt your sessions when tethering is to forward any incoming calls. If you go into the phone setting on the Huawei you can change the ‘call forwarding options’ and select for all calls to be forwarded to your voicemail. You will still get a text message saying you missed a call from XXX.

Other tips for when your internet is poor are:

- Close as much as you can

- Close VPN

- Open documents ahead of time, break down PDF’s into smaller sections or just the one page you want to show using Print function

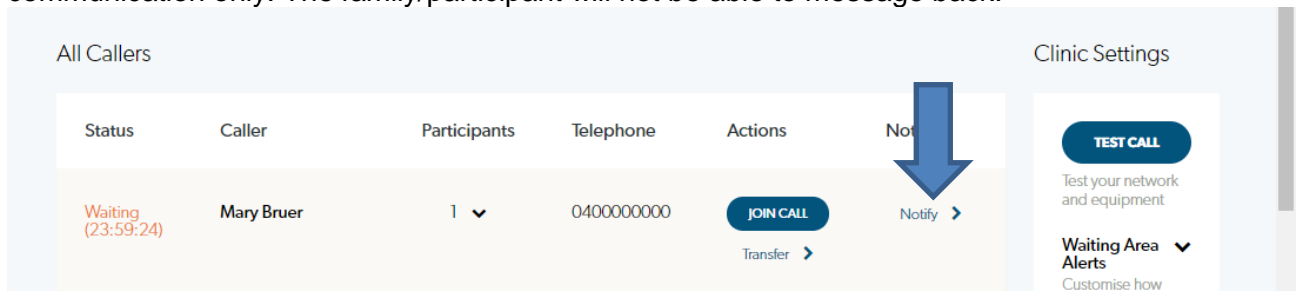
- Maybe use your phone to support, still maintain call for visual support.

- Phone pairing with email as another option.

- Share a video via chat, they can click on link and watch on their end

#### How do I let a family know I am running late when they are waiting in the waiting room?

You can notify the family using the Notify next to their name in the waiting room. This is one way communication only. The family/participant will not be able to message back.



#### I have a 16 year old client who is at home schooling while his parents are at work? Can I see him for sessions without anyone present?

Clients under 18 years should have a parent/carer within ear shot of the teletherapy session at all times (within same premises of participant) or in the event they are home alone and consent is obtained from the participant, that they have a parent/carer actively present online in Video Call. We must always operate as we do in face to face sessions, keeping this in mind also for our clients 18 years and over who also need a support persons supervision.

### Video Call Tools

#### The participant/family can't hear my Youtube or video clips. How can I fix this?

Check your Youtube is not on Mute.

You need to take headphones out if you are going to play Videos. Ensure the headphones are out before you start playing the video. Families will not be able to hear the Video when they are using the device. It is best to send the video clip via chat. If anyone has successfully done this please let Gen Johnsson know to update this.

#### The sound is poor quality on Youtube or video clips. How can I make this better?

The sound from Videos played on your computer during your Video Call session is transmitted through your computer speakers into your Microphone back to the family/participant. This can sometimes distort the sound.

Staff suggestions have included using a mini speaker attached to your laptop to transmit sound and also to put the Youtube video clip link into the chat box and have the family/participant watch the video on their own computer (See above for video sound on a device). They can return to the Video Call sessions once they have watched the video.
<b>Can the therapist and participant both type into a shared document?</b>
The therapist is the only one who can type into a word document. Participant can annotate (draw on/highlight/type onto) the word document and that can be saved (screenshot).
<b>When saving an annotated document only one page is saved – can we save the whole thing?</b>
No, you can only save the page that is shown. It will save as a PNG. You may be able to save each page individually and then paste each into a word document and resave as a PDF.
<b>Can I save an annotated document as a PDF? Where is it saved?</b>
No, all saved documents are saved as .PNG and saved in your downloads folder. You can convert this to a PDF by: Pasting into word and then save as PDF Go to 'print' and save to PDF Apple users can export as PDF
<b>There is a grey background when I annotate with text over a PDF. Can I change this?</b>
There is no workaround for this for screen sharing or sharing a file. Whiteboard uses text with white background.
<b>Can I make the text bigger when I am annotating a document?</b>
Yes, the tools for change font size are bottom right. Refer to Video Tools visual instructions document
<b>Can we lock down some of the features so that the participant cannot draw/erase/delete documents?</b>
No, we currently cannot turn off this functionality. We need to provide guidance for parents about how to support their child.
<b>Can we play interactive games with the participant?</b>
No, currently the Therapist has control of the screen only. The participant family can indicate what to push/move/action using their own annotation tools.
<b>Can we change the colour of the pens?</b>
No, currently we have only two colours, one each for therapist and participant. The highlighter tool has a choice of three colours.
<b>I did a screen share but the participant cannot see it. What do I do?</b>
Refer to Video Tools visual instructions document
<b>I did a screen share but the participant cannot see it. What do I do?</b>
Refer to Video Tools visual instructions document
<b>How can I see the document I am sharing and the participant's reaction?</b>
You can move the document to the right, so you can see their video. Also some staff use a second monitor if they have it available. See User guide on Tools.
<b>I could not open a document. Any tips?</b>
Make sure you have all documents open and ready to go before your session. If you want to open a document while you are in session. Go to explorer and open the document before you share the screen. If you cannot see it on the list of applications to open, click the refresh button and then try again. Check in your active tools tab and click on the screen share again (as it may be still opening or have paused). Refer to User guide on Tools.
<b>Can families share a document?</b>
Yes, families can share documents from their laptop or device
<b>Can iPads be linked?</b>
An iPad cannot be linked directly into Video Call.

We are looking into software to download to be able to mirror the iPad on your device to be able to screen share your iPad (e.g. "Mirroring 360" and "LetsView")

An option for demonstrating LAMP through Video Call is to download the nuvoice software (free):

<https://www.prentrom.com/support/PASS/software-update/download-nuvoice-pass-software>

Please note that you will be demonstrating through the NuVoice application, not in your Video Call screen. Please contact Ellen Winchester for further support around using teletherapy to support LAMP goals.