



CLIENT GUIDE TO TELEHEALTH CONSULTS

With the changing environment of Australia during the COVID-19 pandemic telehealth has become a necessary means to continue with the level of care needed to support the health of our clients.

The preference for Fuel Your Life is to, wherever possible, to conduct consultations via video rather than via phone however understand that this is not always possible.

Please note: Before commencing a Telehealth consultation with your dietitian, your dietitian will need your consent and approval from the appropriate funding body to conduct the consultation via telehealth.

GUIDE FOR VIDEO CONSULTS

1. Ensure you have a comfortable seat and location which is to your desired level of privacy and which does not distract you.
 - a. Please turn off any nearby radios, TV or music in ear shot will be important.
 - b. If possible, it is also recommended to turn your phone to silent to limit interruptions during your appointment.
 - c. If you are living with anyone, please ensure they know that you have an appointment with your dietitian and not to interrupt you during this appointment time.
2. We would recommend that wherever possible, you use headphones (with mic) so that you can hear your dietitian clearly and that they can hear you.
3. Ensure you have set up your laptop/computer with camera in a suitable location that has enough light being projected onto your face.
4. Ensure your device is connected to power, or is fully charged, and has a stable internet connection to help prevent any technical difficulties.
5. Download the free and secure app to your laptop, iPad or phone called Zoom from:
<https://zoom.us/download>
6. Have your emails open on your computer/tablet/phone, as the dietitian will send you a Zoom link to your email that you will need to click to join the consultation at the agreed appointment time.
7. The video consultation will go for the same allocated time as it would for an in-person consultation.

GUIDE FOR PHONE CONSULTS

1. Ensure you have a comfortable seat and location which is to your desired level of privacy and which does not distract you.
 - a. Please turn off any nearby radios, TV or music in ear shot will be important.
 - b. If you are living with anyone, please ensure they know that you have an appointment with your dietitian and not to interrupt you during this appointment time.
2. The dietitian will call your phone number at the agreed appointment time.
3. The phone consultation will go for the same allocated time as it would for an in-person consultation.

If you have any further questions about the procedure, please do not hesitate to contact your dietitian.