



Videoconference (Telehealth) Family Information Sheet



This patient's home is 35km from the children's hospital. Video calls have saved multiple hospital appointments and avoided a number of trips to the Emergency Department and admissions to hospital.

What is telehealth?

Telehealth is a safe form of communication that allows patients and families to keep in contact with their health professionals from their home or local area. Telehealth uses the internet to create a teleconference or video call link.

What is a video call?

A video call (or videoconference) allows families to see and speak with their health care team using a device (e.g. mobile, computer and/or iPad) that is connected to the internet. The paediatric palliative care teams have found video calls helpful to meet and provide support to families living in Sydney or other NSW locations (including rural/remote areas).

Who can participate in a video call?

Parents/carers and other family members are all able to participate in a video call to talk with the palliative care service. Your local health teams can also be involved. These may include:

- Paediatricians
- General Practitioners
- Palliative care nurses
- Community health providers (e.g. nurses)
- Allied health staff (physiotherapists, occupational therapists, social workers)
- Local hospital clinicians
- School staff

What can be discussed or offered during a video call session?

- Symptom management and medication review
- An opportunity to talk about the well-being of your child and family
- Discussions about your goals of care
- Emergency care planning
- End of life planning
- Assistance with practical issues such as equipment
- Education and advice for you or your local health teams when needed
- Child Life Therapy and Music Therapy sessions (if available)
- Bereavement support

What are the advantages of a video call?

- Improved access to specialist palliative care when you are at home or in a location closer to home
- Provides an opportunity for both the palliative care team and the family to update each other with any new information
- Reduced isolation that can occur for families at home
- Your palliative care team can organise to include your GP or local community health services in your video



NSW Paediatric Palliative
Care Programme

the
children's
hospital at Westmead

The Sydney children's
Hospitals Network



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call to improve communication between everyone caring for your child

- Timely support and advice for families/carers (e.g. symptom management and/or other concerns you may have)

Less travel and time spent attending the hospital and waiting for appointments

What are the disadvantages of video calls?

- A video call session may not always be the best option for your child. The palliative care team may need to examine and assess your child in person, especially when they are unwell.
- Families need to have access to the internet and a device to video call
- A poor internet connection may cause the video or audio link to fail
- A video call is only available during business hours and needs prior planning with the palliative care service

What equipment do I need for a video call?

- Access to a good internet connection
- An iPad/iPhone, Android smart phone/tablet device or computer (Windows/Mac) that has a camera, microphone and speakers
- A private, well-lit area where you can talk during the video call

What video call programs do we use?

NSW Health services including the children's hospitals use a telehealth program called "My Virtual Care". Occasionally we may also use a program called "PEXIP". You will be advised and given information about your video call details prior to your appointment.

What if I prefer face-to-face appointments?

Families do not have to participate in a video call if they prefer to meet with their palliative care team in person. Some families may like to use both telehealth and face to face appointments at different times depending on their circumstances.

How do I organise a video call with my palliative care service?

- A paediatric palliative care staff member can help guide you through the process and organise a time to do a practice video call.
- You will also need to ask your GP for an 'indefinite telehealth referral' to provide your palliative care team. This is important for Medicare billing.



For more information please contact us:

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