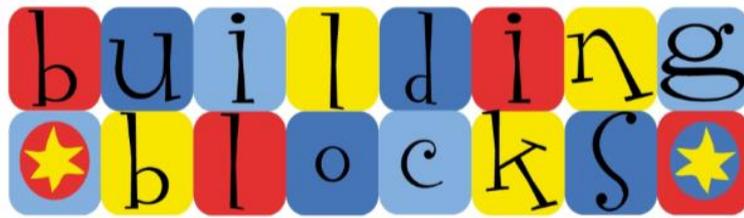


*'building * developing * excelling'*



OCCUPATIONAL THERAPY
SPEECH & PHYSIO

... is now able to offer telehealth services to clients.

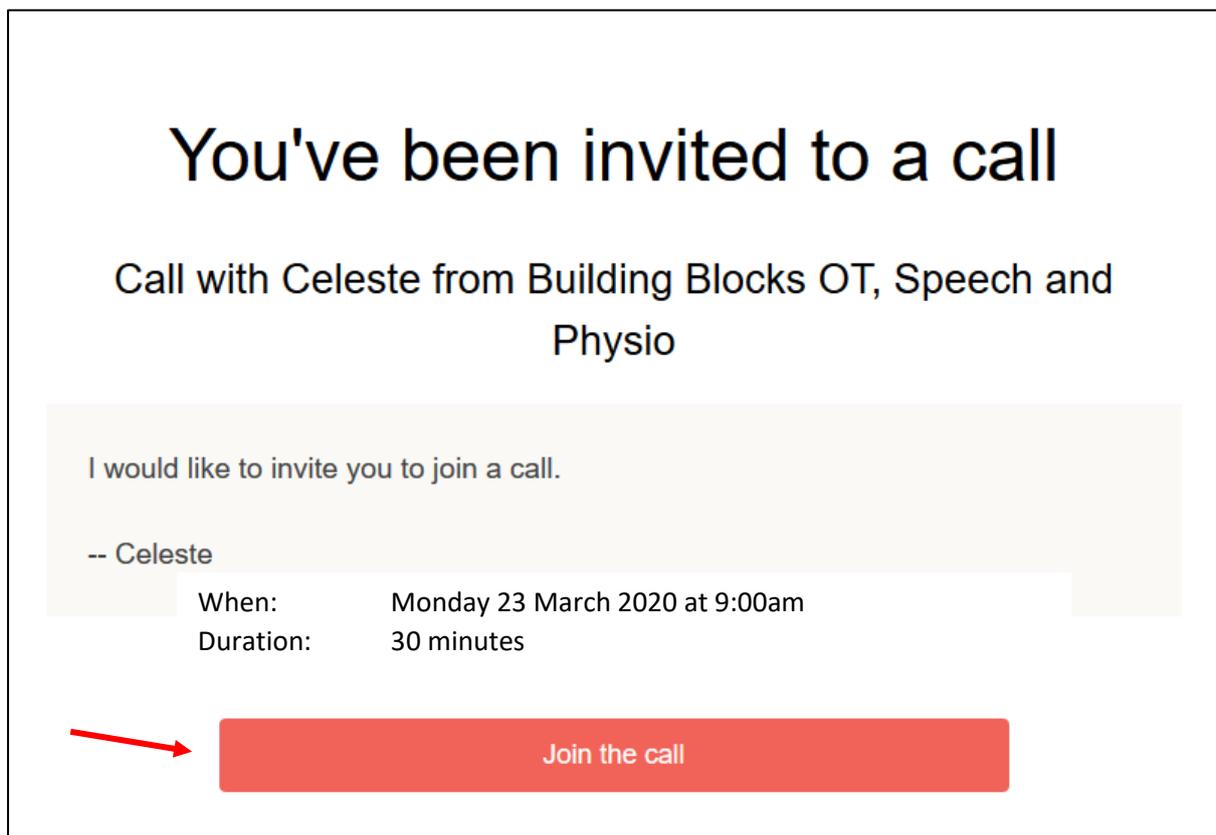
The platform we will be using is CoviU ("Co-View").



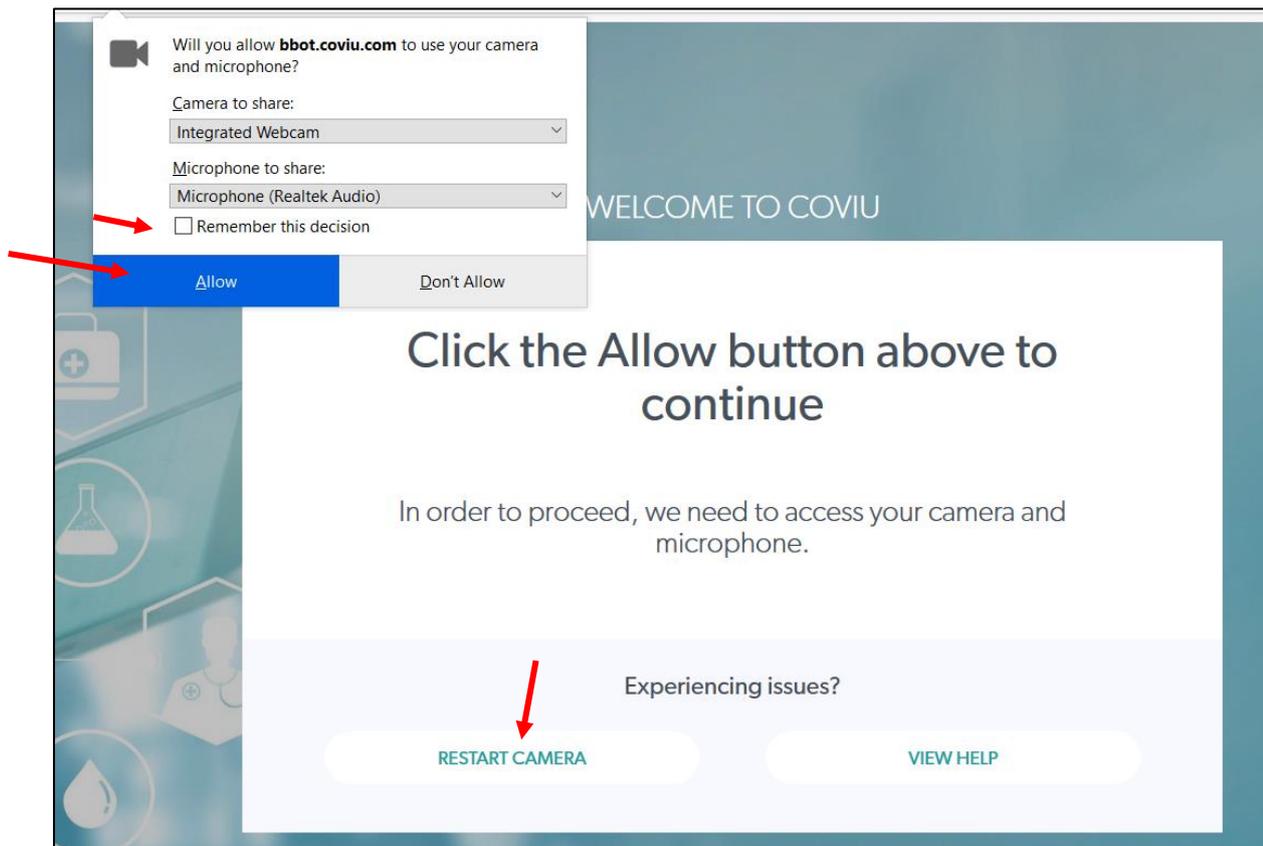
Please read on for instructions on how to connect with your therapist on CoviU for telehealth sessions.

If you require any help for trouble shooting during your connection process, the therapist will call you and assist you to connect with them.

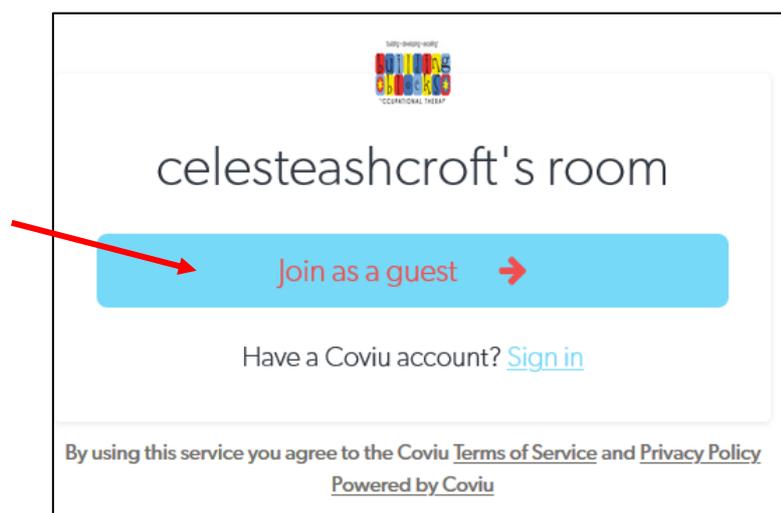
1. To start with, you will receive an email that will look like this, inviting you to join a video chat:



2. Once you receive this email, and it is **close** to your appointment time, press the JOIN THE CALL button in the email. You will then be redirected to your internet browser and the website. **IMPORTANT: PLEASE USE GOOGLE CHROME OR FIREFOX AS YOUR DEFAULT BROWSER.** *Internet Explorer does not work for telehealth due to security issues.*
3. You should then see the following screen (below). Please click 'ALLOW' when prompted, in order to let COViU access the camera and microphone. If this screen lags once you click 'Allow', click 'RESTART CAMERA'. (Also click on the box 'Remember this decision'.)



4. The name of your therapist's room will be shown. Please JOIN AS A GUEST by clicking the button as per the picture below:



5. You will then be prompted to TAKE PHOTO and ENTER YOUR NAME. This information and photo will NOT be used for anything other than for the therapist to identify you in the 'room'. After this, your photo and name will be deleted.

celesteashcroft's room

Join this room as a guest:

Take a picture:

Take photo

Enter your name:

Sue Last name

Continue

Have a Coviu account? [Sign in](#)

By using this service you agree to the Coviu [Terms of Service](#) and [Privacy Policy](#)
Powered by Coviu

6. Please consent to the terms and conditions of your video consultation, then click LET'S GO:

Informed Consent

Please read and accept the terms and conditions below to proceed to your video consultation.

We want to make sure you are aware that:

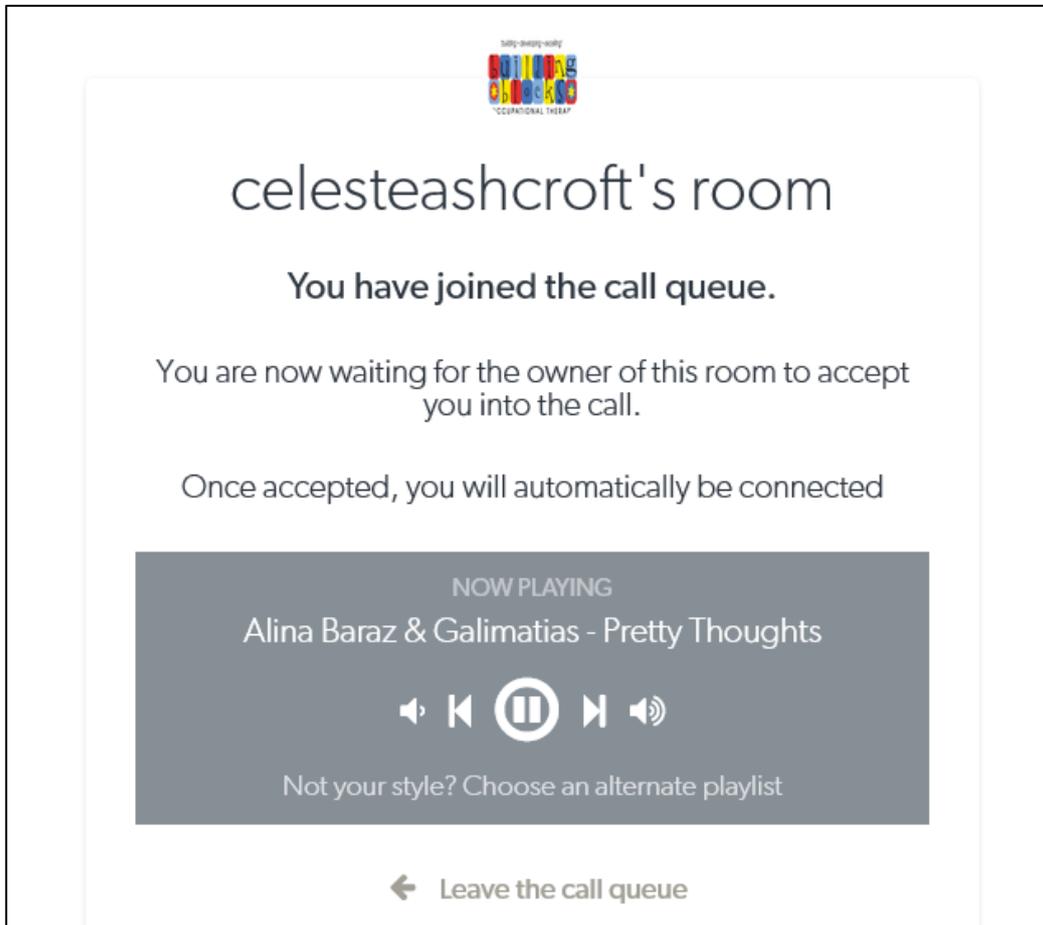
- A video consultation will not be exactly the same, and may not be as complete, as a face-to-face service.
- There could be some technical problems that affect the quality of a video visit. If this is the case, and the video visit is unable to continue, the therapist will call you to reschedule or offer the service over the phone.

Please confirm you understand and wish to proceed with your telehealth session.

I consent

Let's go

7. Your therapist will be notified that you are in the 'waiting room' and will promptly accept your request to join the call. From there, you will be added to the 'room' and can begin your telehealth session!
(If your therapist needs an audio or video recording of the session, you will be asked for consent before this is allowed.)



8. Please be patient with us and with yourself as it may take a little adjustment for all of us to get this working properly. Thank you so much for your understanding and for giving telehealth a go!