



FACILITATING GOOD COMMUNICATION IN TELEREHABILITATION

Setting up telerehab to enable good communication What to consider before your first session

1. Provide clear information

- How do they log in?
- What materials do they need?
- Who needs to be there?
- What do you need them to do and know?

2. Send information in advance

- What forms might they need to refer to?
- Have they got supported communication material (if needed)?
- How do they contact you if there are difficulties?

3. Get your set up right

- Is the space private?
- Is the background appropriate - professional, not cluttered?
- Is there enough light for the client to see your face?
- If they have neglect, are you positioned so they can see you?
- Can they see your upper body and arms?
- Have you got all your resources there, ready to go?

4. Have a practice call

Check you can both log in. Identify and problem solve any issues, and reassure both of you that this will work.