

TELEREHAB DECISION- MAKING TOOL



This tool helps clients, their whānau and their health professionals consider and discuss if telerehab could be a good option for them.

Introduction to Telerehab (Video)



Scan the QR code or go to rebrand.ly/telerehabintro to watch an introductory video on Telerehab. This might be useful if you are not sure what telerehab is and why you might consider it.



Intro to
Telerehab

How to use this tool



Things to consider for clients and their whānau. Can be done with the health professional.

Things to consider for health professionals

Support a discussion between clients, whānau and health professionals to help them come up with a decision on what is right for them, at this time.

TELEREHAB DECISION-MAKING TOOL



Intro to
Telerehab

A CLIENT + WHĀNAU

This section is designed to guide you and your whānau through what is important to you, your rehab needs, and your preferences for accessing rehab. Reflecting on these aspects may help you decide if telerehab could work for you. You can go through these on your own or with your health professional.

STEP 1: WHO

WHO ARE YOU AND WHAT IS IMPORTANT TO YOU?



What are your care needs and preferences?



What are your unique and specific circumstances?

STEP 2: WHAT

WHAT DOES REHAB LOOK LIKE FOR YOU?



What key things do you want to get out of rehab?



What expectations do you have about what rehab is likely to involve?

STEP 3: HOW

HOW WILL REHAB WORK BEST FOR YOU?



LOCATION

What matters to you when choosing a rehab location?

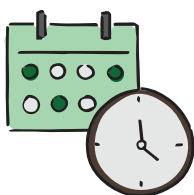
What type of environment would help you feel the most at ease during your rehab (home, clinic, or somewhere else)?



TEAM

Who else would you like to be involved in your rehab?

What additional health professionals, apart from your rehab team, should be involved or would benefit from being updated on your rehab progress?



TIMING

What days or time of day is rehab more effective or doable for you?

What other things might you need to work around?



ACCESS

Is there anything about you or your current circumstances that might make it easier or harder for you to take part in rehab activities?

How to use
this tool



STEP 1 : WHO

What are your care needs and preferences?

Consider what you value most when you are accessing healthcare e.g. your cultural needs and preferences, how professionals behave and interact with you, how you like to be treated, what type of relationship you prefer to have with your health providers, etc.

STEP 2: WHAT

What key things do you want to get out of rehab?

Consider what is most important to you in your recovery. Are there specific goals you're working towards — for example, regaining certain abilities, feeling more confident, getting back to work or family life, etc.

What are your unique and specific circumstances?

Consider what is going on for you right now that might impact your engagement with rehab e.g. your emotional and physical needs, concerns about safety, worries you have about your rehab and what it might involve, other things going on for you at home, etc.

What expectations do you have about what rehab is likely to involve?

Think about what the rehab process might be. Are you expecting structured appointments, home exercises, regular check-ins, or a certain level of support? What have you've been told or assumed that might shape your expectations?

STEP 3: HOW WILL REHAB WORK BEST FOR YOU?

LOCATION

What matters to you when choosing a rehab location? What type of environment would help you feel the most at ease during your rehab?

Think about where you feel comfortable and safe (home, clinic, or somewhere else?) Consider what kind of environment helps you feel at ease (such as privacy, noise levels, distractions, familiarity, or who is around). Are there locations that better support your cultural, spiritual, or emotional needs?

TIMING

What days or time of day is rehab more effective or doable for you? What other things might you need to work around?

Think about your daily routines, energy levels, and any responsibilities or competing demands (health, work, study, or children). Are there certain times of day or days of the week that work better for you? What other things might make it harder to take part — transport, other appointments, etc.

TEAM

Who else would you like to be involved in your rehab? What additional health professionals, apart from your rehab team, should be involved or would benefit from being updated on your rehab progress (such as your GP or Rongoā Māori practitioner)?

Consider who plays an important role in your life (whānau, friends, caregivers, community members, or support workers). Would you like them to be part of your appointments or support you in other ways during your rehab journey?

ACCESS

Do you have any access needs that might affect your participation in rehab?

Consider anything that might affect how you connect with your rehab team— for example, whether you have reliable internet, access to devices, mobility or transport limitations, sensory or communication needs, language preferences, confidence in using computers and online video conferencing tools (such as Zoom or Teams), or anything else that supports your full participation.

TELEREHAB DECISION-MAKING TOOL

B HEALTH PROFESSIONAL

This section is designed to help you to consider whether telerehab might be a good fit for your clients needs and situation.



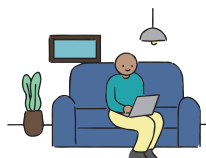
Intro to
Telerehab

STEP 1: WHO

WHO IS THE CLIENT AND THEIR WHĀNAU?



What do I know about my client and their whānau and how they need me to work?



What is unique about my client's current status or circumstances that I need to keep in mind when considering their care and rehab options?

STEP 2: WHAT

WHAT WILL REHAB INVOLVE FOR THIS PERSON?



What might a usual rehab trajectory look like for my client?
What are my client's current and future rehab needs?



What are likely to be the main tasks and activities of rehab for my client?

STEP 3: HOW

HOW WILL IT WORK?



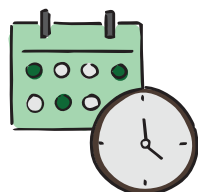
LOCATION

What kind of environment, space and equipment might be needed to optimise rehab for my client?



TEAM

What other people (family members, rehab team, and/or specialists) or organisations would benefit from being involved in my client's rehab?



TIMING

How long is my client likely to be accessing rehab?

What is likely to be the length and frequency of their rehab sessions?

How is this likely to change over time?



ACCESS

Does my client have any access needs that might impact what rehab modalities I use?

How to use
this tool



STEP 1: WHO

What do I know about the client's and their whānau and how they need me to work?

Am I taking into account how the client prefers to be engaged with, communicated with, and supported? Have I taken time to listen to what matters most to them? Am I approaching their care in a way that aligns with their values, identity, and relationships?

STEP 2: WHAT

What might a usual rehab trajectory look like for the client? What is the client's current and future rehab needs?

What are their short- and long-term goals?
How might different modes of delivery enable me to be responsive to changes in their condition, life context, or priorities over time?

STEP 3: HOW

LOCATION

What kind of environment, space and equipment might be needed to optimise rehab for the client?

Have I asked what kind of environment helps the client feel safe, respected and motivated?
Am I considering accessibility needs, cultural or spiritual factors, and the practicalities of their space (at home, in clinic, or elsewhere)?

TIMING

How long is the client likely to be accessing rehab? What is likely to be the length and frequency of their rehab sessions?

How is this likely to change over time?

What is the expected length, frequency, and intensity of their rehab? How might this need to shift over time – and how can telerehab help me adapt to their evolving needs, energy, and circumstances?

What is unique about the client's current status or circumstances that I need to keep in mind when considering their care and rehab options?

Have I asked them about what's going on in their life right now? Am I aware of any emotional, physical, social, or practical factors that may influence how they access or engage in rehab?
Have I checked my assumptions and ensured I'm seeing the full picture?

What are likely to be the main tasks and activities of rehab for the client?

What activities are likely to be involved in the client's rehab sessions/outside of their rehab sessions? What other members of the rehab team might need to be involved? What would a good rehab outcome look like for the client and their whānau? How might telerehab be incorporated into the rehabilitation plan to foster these processes and outcomes?

TEAM

What other people (family members, rehab team, specialists) or organisations would benefit from being involved in the client's rehab?

Have I discussed who they want involved in their care? How might telerehab facilitate involvement or collaboration with those people?

ACCESS

For yourself – do you have access to adequate facilities and equipment to deliver good quality rehab via a range of rehab modalities?

For your client – have you talked to your client about barriers to accessing rehab? Am you aware of their comfort and skill level with digital tools, transport options, communication needs and preferences, physical accessibility, changes to their memory and thinking that might affect their participation? What supports can you put in place to reduce barriers so they can participate fully in a range of rehab modalities?

TELEREHAB DECISION-MAKING TOOL

C CLIENT, WHĀNAU + HEALTH PROFESSIONAL

This section is designed to support a discussion between clients, their whānau and health professionals to help them come up with a decision on what is right for them, at this time.



Intro to
Telerehab

STEP 4: OPTIONS

THINGS TO CONSIDER



What are the pros and cons of each option?



What are the possible supports and resources?



What are the possible unintended effects?

OPTIONS



ONLINE

This option involves:

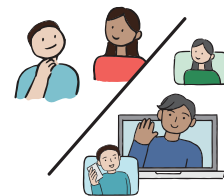
- Device (phone, tablet, computer) that can access software (Zoom, Microsoft Teams, etc)
- Access to good internet connection (Wi-Fi or mobile data)
- Camera and microphone
- A suitable environment for online appointments



IN-PERSON

This option involves:

- Easy access to transport to rehab appointments
- Transport is feasible (cost, time and resource) during course of rehab.
- This includes child care, organising someone to drive them, hiring or arranging transport (car/taxi), taking time off work



HYBRID

This option involves:

- Both options
- Tailored rehab where either option can be applied so that care that is better suited for the client

STEP 5: REHAB PLAN



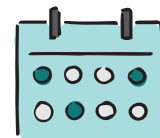
What is the plan?



What support and resources will be put in place?



What are the stop and go points?



When/how will we review and check-in?

How to use
this tool



STEP 4: OPTIONS

What are the pros and cons of each option?

- Discuss what could work well — and what might be more challenging — with each option (e.g. telerehab vs in-person).
- What matters most to you in weighing up these trade-offs?
- What concerns or uncertainties do we need to explore further?

What are the possible supports and resources?

- What would make this option more doable, effective, or comfortable for you?
- Are there tools, people, services, or spaces we can draw on?
- What support do you need from your rehab team, your whānau, or your wider community?

What are the possible unintended effects?

- Are there any ripple effects — positive or negative — we should be aware of?
- Could this option affect other parts of your life, care, or relationships?
- Are there any assumptions we might be making that we need to test or talk through further?

STEP 5: REHAB PLAN

What is the plan?

Map out a clear path forward, with shared understanding about what we're aiming to do, who is involved, and how we'll get started. What are the first steps, and what will happen next?

What are the stop and go points?

Are there points where we'll pause and check in before continuing? What might prompt us to change course, try a different option, or adjust the plan? How will we know if this is working — or not working — for you?

What support and resources will be put in place?

Confirm what support is locked in — and what still needs to be arranged. Are we clear on who's doing what? Do we have everything we need to get started with confidence and clarity?

When/how will we review and check-in?

Agree on a time and way to revisit how things are going. What's the best way for us to keep in touch? How can we make sure this plan continues to meet your needs over time?