TELEREHAB SESSION PLANNING TOOL

This tool is designed to help health professionals prepare for a telerehab session to improve the likelihood that it will be a good experience for all involved. It is not intended as a checklist, but rather as a prompt to help you think and reflect as you plan for the session so that it has the best chance of meeting the rehab needs of your client and their whānau.

BEFORE THE SESSION

Decision-making

Discuss pros and cons of telerehab for your client and whānau (using decision making tool)

Clarifying what to expect for the session

1. Aim and purpose of session
2. Session time and length
3. People involved (family/whānau, support people, health professionals)
4. Session tasks and activities

Preparing for the session

1. Modify rehab tasks and activities for online delivery
2. Space and environment requirements (you/your client)
3. Device requirements (you/your client)
4. Other tools and equipment (specific to planned tasks and activities)
5. Safety considerations
6. Plan for managing privacy and confidentiality

Testing the tech

1. How to guide for your client and their whānau
2. Trouble shooting guide to manage tech issues
3. Check access to device and stable internet
4. Practice session (if desired)
5. Plan if tech fails
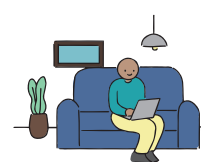6. Other supports and resources (as agreed in decision-making discussion)

Final check-in

1. Check understanding
2. Outstanding questions

DURING THE SESSION

Before joining

1. Mindful of background
2. Webcam positioning (considering planned tasks and activities)
3. Get resources ready (e.g. for screen sharing)

Opening

1. Check technology (sound, camera)
2. Privacy check (who else is there)
3. Introductions and whanaungatanga[1]
4. Revisit session aim and purpose
5. Agree plan:
   A. If tech fails
   B. In case of emergency

Throughout the session

Be mindful of the unique features of online communication

- Mindful use of language
- Look out for non-verbal cues (may not be as obvious online)
- Make eye-contact (through webcam/camera)
- Pause regularly
- Be purposeful about turn taking
- Clear verbal instructions
- Use repetition
- Invite contribution and questions
- Check understanding regularly

Closing the session

1. Summary of discussion/plan
2. Invite questions
3. Invite feedback on session
4. Next steps

AFTER THE SESSION

Take action as agreed

1. Send client resources as agreed
2. Follow up with other parties as agreed/ appropriate (GP, ACC, etc.)
3. Make arrangements for next session (if relevant).

Review and reflect

1. What went well or not so well
2. Seek client feedback and preferences
3. Modifications for next session

[1] Whanaungatanga is the process of establishing relationships, making connections, relating well to others.