# Setting up a successful TeleRehab session using videoconferencing

### Getting technology set up

* Evaluate your (clinician or service) technology resources and needs (LINK)
* Select an appropriate location to work from (LINK)
* Set up and familiarise yourself with your software (LINK)
* Test your system (internet connection, audio and video quality, positioning) (LINK)

### Preparing the patient for the session

* Provide information on what technology the patient needs (LINK)
* Make sure you have their phone number in case the video fails
* If the patent doesn’t feel confident connecting, suggest having a family member assist

### Preparing as the clinician (LINK)

* Ensure you have relevant clinical information available.
* Write a basic plan for the session.
* Have relevant resources available (i.e. Standardised assessments, exercise plans, equipment for demonstration) (LINK)
* Edit your screen to reduce distractions
* Re-test your system

### Starting the session

* Initiate the session by calling or inviting the patient
* Check your connection e.g. "can you hear me?" "can you see me?"
* Confirm that you can see and hear the patient
* Confirm with the patient whether anyone else is in the room and if yes, who they are
* Optimise the setup with the patient (audio, camera orientation and view, lighting) (LINK)
* Make introductions
* Outline the plan for the session. It is useful to discuss the advantages and disadvantages of communicating by video whilst also acknowledging that challenges can arise
* Gain consent for the Tele Rehab session (LINK).

### During the session

* Model a patient and accepting approach, emphasising that if problems arise they can be addressed.
* Emphasise your active listening.
* Check how the session is going regularly.
* Demonstrating, setting up, cueing and giving feedback in relation to rehabilitation tasks and exercises takes practice from both the patient and the clinician. (LINK)
* Inform the patient when you are otherwise occupied (e.g. taking notes or reading something on another screen).

### Closing the session

* Summarise key points of the session.
* Highlight follow up actions to be undertaken and ask the patient if they need anything clarified
* Confirm (and record) if the patient is happy to use video again.
* To end, tell the patient you're going to close the call, and say goodbye before actually closing the connection.