

Criteria for offering telehealth (videoconferencing sessions)

This information was collated and trialled as part of the FATE-A project.

We recommend considering the following criteria when offering videoconferencing sessions to people living with aphasia.

Essential criteria

- Access to a device with a front facing camera (i.e. smartphone, tablet, laptop)
- Has a working email account (i.e., able to access, knows password) or willing to have an email account set up
- Access to internet with minimum download speed of 5mbps (test it on the device you will be using here: <https://www.speedtest.net/>)
- Access to a quiet and private space for sessions where you can see the service user.

Other considerations

- Access to a helper:
 - This can support service users to get online.
 - It can take the burden of joining video calls and support with troubleshooting if things go wrong in the session.
- Set up for session:
 - Consider the place the service user will sit for sessions.
 - Is this comfortable? Is there good lighting?
 - Can the service user have a pen and paper or their AAC within reach to use and use in a videoconferencing session?