



Virtual Groups During COVID

Sarah Walton (Snr Physio)
Aileen Collins (Snr OT)
Community Rehabilitation-
Albany, Great Southern

Successes

- We managed to do it!!!
- In virtual form we had
 - Early onset PD group (Power On! Parkinson's)
 - Education sessions for our pilot pain management group
 - Neuro clinic (1:1 sessions)
- Our clients still benefited from our service

Barriers

- In short:
 - clients skill level and access to technology, limitation of software and inexperience
- Client from Gnowangerup

Barriers

- The long list
 - Majority of our clients are over the age of 65
 - Still many areas of the Great Southern that have unreliable reception
 - High demand on mobile network- impact quality of video and sound
 - Limitations of VC program
 - Relying on clients having equipment present, being able to manipulate device to alter camera view

Lessons Learnt

- We now have iPads with a stand and own WiFi
- Correct background set up (clinician and client)
- Inform clients of VC etiquette
- We have a wonderful admin/AHA team
- You need Plan A, B, C and D!!
- Problem solving around a client's need for a support person to be present
- Reminding client to have everything at easy reach during session or what set up they need

Using Virtual Session in the Future

- Using VC for people to attend education sessions if they can't come in
- Still use VC/ Telehealth in conjunction with F2F appointments