

Guidelines for Zoom appointments

This document gives you some practical tips on how to prepare and conduct Zoom appointments.

How can I access the appointment on Zoom?

You will be sent an email with a link to access the session through Zoom. At the time of your appointment, you simply open the link and follow the prompts to dial into your session.

If you are not already familiar with Zoom, please see our Zoom Introduction to learn how to download and use the app for the purpose of our appointments.

What do I need to do to prepare for the appointment?

Prior to the day of the appointment:

You will be asked to complete a few activities in preparation for your child's assessment, these include:

- Filling out a patient history form.
- Filling out a questionnaire regarding your child's listening ability.
- Downloading a free app and getting your child to complete some listening games on this app. Completion of the games takes approximately 10 minutes.

These activities will form part of your child's assessment.

It may also be helpful to talk to your child about seeing the clinician on the computer to prepare them for the day of the appointment. You can also show your child the below images of Philippa and Lucy on Zoom, so they have a visual of what to expect.



Philippa James



Lucy Shiels

On the day of the appointment:

The link to your appointment will be sent in an email from us, if you click on the link it will automatically open the session in your Zoom app. Please access the Zoom link on a PC or laptop rather than a tablet or phone.

Ensure the room you are planning to have the appointment in is quiet and free from distractions. Please see our tips for Zoom appointments for more suggestions on getting organized and setting up to start the appointment.

It is common for children to need breaks after concentrating on each listening activity. The duration of each activity is around 5 to 10 minutes. If you think your child is likely to need breaks between each activity in the appointment then it may be helpful to have some of their favorite toys or snacks nearby for them to have during these breaks.

How are Zoom appointments different to appointments in the clinic?

Using our online service, we assess all the same listening skills and can provide the same support options as we would in our usual clinical appointments.

The main difference is that instead of assessing these skills over one 1.5-hour appointment in the clinic, we would instead get your child to complete some games on an app prior to the session, and then finish the assessment in a 1.5-hour Zoom appointment. The structure of the Zoom appointments will be very similar to the structure we normally use in our clinic.

What are some of the limitations of the Zoom appointments?

While we are able to assess all the same listening skills as we would usually, some of our clinical services cannot be conducted online, such as middle ear checks. If the assessments on Zoom indicate the need for these additional services, we would be happy to follow up with a second appointment in the clinic when circumstances permit. Otherwise, we can direct you to a local Audiology clinic that would be able to offer this face-to-face service.

How long is the Zoom appointment?

The assessment normally goes for about 1 hour. We schedule the appointment for 1.5 hours though, to allow time for breaks and discussion.

What is the structure of the Zoom appointment?

If your child is old enough and able to, we will ask them to participate in some listening activities. To be able to participate in these activities, your child will need to be verbal and at least 6 years of age. The activities involve your child wearing a set of headphones or earplugs on their ears. The Audiologist will guide your child through each listening activity. Time for breaks between listening activities will be offered. The latter part of the Zoom session involves a discussion of your child's hearing and listening test results and potential management strategies, if warranted.

Do Zoom appointments cost?

Our Zoom assessment and results/management discussion costs \$180.

Zoom introduction

You can download Zoom via the following link: <https://zoom.us/support/download>

You will then need to sign up to Zoom. This requires your email address and a password.

The link to your appointment will be sent in an email from us, if you click on the link it will automatically open the session in your Zoom app. Please access the Zoom link on a PC or laptop rather than a tablet or phone.

Our appointments require us to hear and see both you and your child so please ensure you have both your audio and camera turned on for the session.

Tips for Zoom appointments

- Check your surroundings prior to starting the appointment:
 - Ensure the room is free from distractions. E.g. TV is turned off, family members and pets are in another room etc.
 - Make sure your area is clear of clutter.
 - Ensure the room is well lit.
- Important – please ensure you remain on camera, with your child **at all times** throughout the appointment.
- Log on 5 minutes prior to the start of your appointment to ensure you have time to allow the application to load, and to ensure the video and microphone are working.
- Avoid shuffling papers and wearing noisy jewellery or clothing items, especially near the microphone.
- Refrain from using your phone during the Zoom appointment and make sure it is on silent.
- Continue with the same etiquette you would have in face-to-face meetings.
- Ensure you have completed any pre-appointment activities and sent them to the clinician.
- Set up your area and ensure everything you need is nearby. E.g. toys, drinks and snacks for your child's breaks, headphones or earphones etc.
- Check your device (PC or laptop) is sufficiently charged or plugged into your charger.
- Have your phone nearby in case there are technical issues and the clinician needs to contact you.