

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.

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

On the day of the appointment:

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



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 Online Appointment Etiquette for more tips on getting organized and setting up to start the appointment.

It is common for children to need breaks after concentrating on each listening game. If you think your child is likely to need breaks between each activity in the appointment, 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 are able to provide the same management options as we would in our usual clinical appointments.

The main difference is that instead of assessing these skills over one 1.5-hour appointments 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 one shorter 1-hour appointment on Zoom. 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. This normally involves 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.

If recommended, is it worth trialing the listening devices while school is not running?

We completely understand this concern given the listening devices are most commonly used in the classroom setting. However, these listening devices can also be beneficial in many other contexts that are relevant to life during this lockdown period. These contexts include:

- They can be used around the home to improve your child's responsiveness to instructions. For example, to help with morning and bedtime routines.

- They can help with your child's attention and concentration when home schooling by giving them clear audio access to your instructions and guidance. This can give you the flexibility of being able to communicate with them regarding schoolwork while completing other tasks around the home. The listening device can also be plugged directly into an audio source to wirelessly stream audio into the ear-worn receivers. This can be useful for when your child is participating in educational apps and/or home-schooling.
- They can be used when on family walks or bike rides. You are able to communicate with your child if they stray too far ahead without having to raise your voice. They can also be used to allow your child additional independence in these activities without the concern of their safety.
- They can be used on outings to the supermarket. Many families have had success allowing their children to collect groceries and bring them back to the trolley under the distant guidance using the technology. This is a great way to build your child's daily living skills.

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.

Online Appointment Etiquette

Look the part

- Dress appropriately.
- Check your surroundings:
 - Ensure the room is free from distractions. E.g. TV is turned off, family members are in another room etc.
 - Make sure your area is clear of clutter.
- Ensure the room is well lit.
- Check the camera angle is in a flattering position.
- **Important – please ensure you remain on camera, with your child at all times throughout the appointment.**

Mind your manners

- Be punctual and ready to start on time.
- Remain attentive and refrain from looking off screen.
- Avoid shuffling papers especially near the microphone.
- Refrain from playing with your phone.
- Continue with the same etiquette you would have in face-to-face meetings.

Get organized

- 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 and snacks for your child's breaks, headphones or earphones etc.
- Check your device (PC or tablet) 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.