

For Community Services

How to Guide: Continuing Care in the New Environment

Introduction: As a result of government direction or of client preference (or both) many of our service staff are now finding themselves unable to deliver services in the traditional way (face-to-face). Some of these face-to-face services should now be delivered over the phone, or via video conferencing, allowing us to continue to support our clients whilst also complying with social distancing rules and guidelines.

This guide provides you with the information you need to:

1. Decide how you can best continue to deliver services.
2. Get yourself and your clients setup with video-conferencing (if required).
3. Account for services delivered in new ways.

How Should I Continue to Deliver Services?

If you can continue to deliver your service face-to-face (if it's a one-on-one service) you should do so. Face-to-face continues to be the most effective way to support our community.

Some of our services are traditionally delivered in groups (such as Social Support Group). For these services, you should move to individual sessions if the client is comfortable in doing so. Social Support Group services should be substituted for one-on-one Social Support.

Some clients may no longer be comfortable with receiving services face-to-face. They may wish to be isolating themselves in an effort to avoid infection. For these clients, you have the option of substituting their face-to-face service with one delivered over the phone, or via video conferencing. Allied Health staff, Nursing Staff, and Social Support staff may all have clients who no longer wish to receive face-to-face services.

Deciding between Video Conferencing and Telephoning

The easiest way to continue delivering services is over the telephone. You might not be able to do everything you normally do with a client over the phone, but for some this interaction will still be very important to them. You know your clients and their needs better than anyone, so we trust you to assess whether you can provide the necessary support over the phone.

Some services require you to be able to see the client in order to deliver them effectively. For these services, video conferencing may be the best option. If you're unsure whether video conferencing is right for you, answer these three questions:

1. Are you unable to deliver the service face-to-face? Has the client indicated they don't want to receive services face-to-face, or are their government restrictions preventing this?

2. Do both you and your client(s) have a smartphone, laptop or tablet with reliable internet connection and a video camera?
3. Is video conferencing (seeing each other) critical? Some services (such as social support) may be able to be delivered over the phone, which is likely to be easier for most clients.

If you've answered yes to all of these questions, video conferencing is likely an excellent way for you to continue serving the community.

Delivering Video Conferences Using Zoom

For customers with access to an internet-connected computer or smart device (with video capabilities), we recommend that our service staff use the video conferencing technology 'Zoom'. Blue Care has chosen Zoom because it is free, easy to set up for both staff and clients, and doesn't require anybody to download software or an app. If you've got another platform you and your clients are comfortable with (e.g. WhatsApp, Facebook, Skype, Viber, FaceTime) you are welcome to use that instead.

Let's Get Started: Zoom Basics for You

The easiest way to get started with Zoom is through their online help center. This help center has step-by-step instructions on how to get started, as well as lots of helpful videos to get you on your way.

Here are some resources we've found very helpful:

1. [Getting Started on Windows and Mac](#) A quick-guide on getting Zoom up and running and setting meetings.
2. [Zoom Video Tutorials](#) These guides show step-by-step visual instructions, and will be helpful if you're struggling.
3. [This YouTube video](#) is a more comprehensive getting started resource.

If you need further assistance, you can get instructions on submitting a ticket to Zoom's support centre [here](#).

Let's Get Started: Zoom Basics for Your Client

Clients who are comfortable with technology will find Zoom easy-to-use even if they haven't used it before. All clients need to do to join a Zoom meeting you've set up (using the steps above) is to click on the appropriate link.

If your client is not comfortable with technology, they may require further assistance. You may like to see if clients have a family member or a friend who can assist them, or you might like to ask them if they'd like an in-person visit from a Blue Care staff member to get them setup and comfortable with Zoom.

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If a client has another App they use regularly (such as Skype, FaceTime, or WhatsApp), you might consider using this to deliver the service in order to make the process easier on them. Alternatively, some clients may only be comfortable talking over the phone. For these clients, we trust you to use your judgement as to what you can do over the phone, understanding that we're in an environment that's new to all of us. You might not be able to do everything you normally do with a client over the phone, but for some this interaction will be very important to them.

Billing for Telephone-Services, and for Zoom:

The government has encouraged providers to be flexible with how they deliver services. It's important that we continue to record all the services we deliver, even if we're now delivering them in new ways.

Where you're delivering a service over the phone or through Zoom, continue to capture and record this service as you normally would, and insert a note that this was delivered over the phone or using video conferences. It's important that clients understand that they will be charged for this service just as they would a face-to-face service.

Other things to note:

It may be awkward at first to deliver your services in a new way. You can get around this awkwardness through preparing yourself with a quick 'agenda' for what you will cover on your calls or in your video conferences. You shouldn't expect that everything will be perfect (there will be difficulty hearing each other, there may be some technical issues, and you'll have to adapt on the fly). Getting through these barriers is important for Blue Care to continue to deliver crucial services to our community.