

# TIPS FOR YOUNG PEOPLE

## STAYING SAFE ON TELEHEALTH

FOR  
CLINICIANS  
TO PROVIDE  
TO YOUNG  
PEOPLE

**THIS TIP SHEET  
AIMS TO HELP  
YOUNG PEOPLE STAY  
SAFE ON TELEHEALTH.  
IT WILL:**

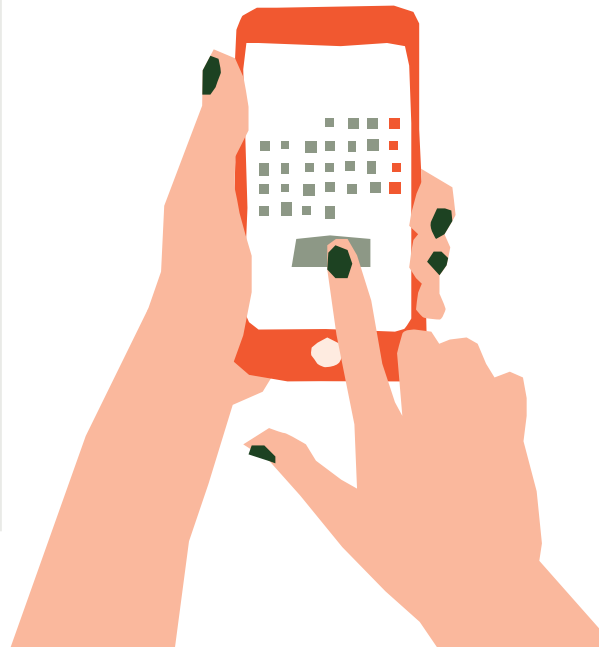
- explain what telehealth is; and
- talk about some ways that you and your mental health worker can keep you safe while using telehealth.

This tip sheet has been designed by mental health workers, young people, and researchers. For information for young people on [getting the most out of telehealth](#), and information for mental health workers on [managing clinical risk in telehealth](#) please refer to the section: Related resources.



### WHAT IS TELEHEALTH?

Telehealth lets you attend your medical and health-related appointments over the phone or via videoconferencing (for example Skype and Zoom), instead of having to go to the mental health worker's office. Telehealth is becoming more and more common in mental healthcare, so it's possible that your existing worker might start using telehealth for appointments, that you're already using telehealth, or that you need to start your relationship with a new worker via telehealth.



If you normally meet your mental health worker face-to-face for appointments, you might be wondering if telehealth is very different to this. The short answer is: it depends. Everyone is different. Some people might find that telehealth suits them a bit better than face-to-face appointments. Some people might find they like it a bit less. Others might find it to be about the same. This tip sheet explores some of the possible benefits of telehealth, and some points you may like to consider when using it.

## HOW DO I STAY SAFE ON TELEHEALTH?

Just like when you're in a face-to-face session (or anything else in life), your safety is the most important thing. For this reason, your mental health worker might ask you some questions or make some plans with you so they can help keep you safe when using telehealth. Some things that your worker may discuss with you include:

- Your current location – this information can help them link you to local supports if you need them during your session.
- Confidentiality – this should include how the information you tell them will be stored, how it will be kept safe, and when they might need to notify someone else if they think you might be at risk to yourself or others.
- How they plan to share your case plan or other information with you when you're accessing care via telehealth – this might be through email, chat, or another way, depending on what works for you both.
- A plan for what happens if technology glitches or drops out during a session – this might mean having mobile or landline numbers to call if a video-conference drops out, or organising to text or email each other. It might also mean providing the names and numbers of people close to you in case your mental health worker can't reach you after a dropout or glitch and is worried. Your worker will let you know when they might need to call someone to check that you're okay.

- How to get in touch with your mental health worker outside your usual appointment time – it's always worth checking in with your worker about this if you're not sure.
- Checking in with you more often during sessions to summarise what you've been saying, or see how you're feeling – this is so they can make sure they are understanding everything properly, which can sometimes be a bit trickier in a conversation that isn't face-to-face.
- Feeling free to ask to take a break during your session. Some people find it harder to concentrate over telehealth and that's totally okay. Consider making a plan with your mental health worker about what you should both do if you need a break at any point during a session.



## AT THE END OF THE DAY ...

In heaps of ways, telehealth is not that different to in-person care. At the end of the day, your mental health worker can help to make you feel comfortable and safe to talk about whatever is on your mind. They are there to help you and won't judge you.

## FURTHER INFORMATION

Centre for Clinical Interventions, Government of Western Australia. [Self help resources for mental health problems.](#)

## RELATED RESOURCES

Toolkit.

[Getting the most out of telehealth: tips for young people.](#)

Clinical practice point.

[Managing clinical risk in telehealth: tips for clinicians.](#)

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**Orygen acknowledges** the traditional custodians of the lands we are on and pays respect to their Elders past and present. Orygen recognises and respects their cultural heritage, beliefs and relationships to their ancestral lands, which continue to be important to First Nations people living today.



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