What challenges do people with disabilities have when using telehealth for allied healthcare?

What did we do?

Recruited **12 people** with permanent and significant disablities, or their carers, who had suboptimal experiences with telehealth during COVID-19

Participants completed an **interview** over the phone

Participants were asked about the **challenges** that they experienced

What did we find?

Challenges with telehealth allied healthcare services

- Evoked behavioural issues in children
- Children disengaged/distracted
- Reliant on caregiver facilitation
- Inhibits clinician feedback
- Difficulty building rapport and trust
- Lack of access to resources

Suggestions to improve telehealth allied healthcare services

- Establish expectations
- Increase exposure to telehealth
- Assess suitability of specific services
- Access to support workers
- Prepare for telehealth sessions

What did we conclude?

Some people experienced challenges, **particularly children**. These unique barriers to telehealth **need customised solutions** so that people with disabilities are not left behind when telehealth services become more mainstream.

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