

4 February 2022

Dear Client

**RE: Upcoming changes to Boab Health Services' appointments**

The Chief Health Officer, WA Health, has advised health care providers to move to telehealth services as much as possible. This will mean some changes to the way Boab Health Service operates.

As of 21 February 2022, Boab Health Service will be transitioning towards a telehealth model for most of our appointments, consistent with other West Australian health care providers. Boab Health Service staff will directly contact clients with upcoming appointments to arrange the telehealth appointment.

Hopefully, these changes will mean the lowest possible transmission of COVID-19 in our clinical consultations. This provides a measure of safety for both our clients and our staff and ensures we can continue to serve our community.

**What is a telehealth appointment?**

A telehealth appointment is via an online video or telephone call. We will work with you to utilise the most secure platform you are comfortable with. Telehealth platforms may include MS Teams, Zoom etc.

**What can I expect from my telehealth appointment?**

A telehealth appointment is just like any other appointment; the only difference is that you will see your health care provider on a screen or talk to them by telephone.

**How private and secure is the appointment?**

Telehealth appointments are as private as in-person appointments. Measures are in place to ensure video conferencing platforms are secure.

**Can I bring a support person?**

Yes, a family member, friend or support person can attend the appointment with you if that is your choice.

To ensure a smooth transition to telehealth services, we have developed systems and processes to ensure the continuation of high quality, client-centric services for all our programs to support safe and appropriate clinical management. These changes will not alter our commitment to our clients.

As always, you are welcome to discuss any concerns by contacting Boab Health Service directly on 9192 7888 (Broome) or 9166 8100 (Kununurra) or emailing [reception@boabhealth.com.au](mailto:reception@boabhealth.com.au).

For more information, visit the Latest News > COVID-19 Updates page on our [website](#).

Yours sincerely



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