



UTS SPORT AND EXERCISE TELEHEALTH CLINIC

CLINIC INFORMATION SHEET

Welcome to the University of Technology Sydney's UTS Sport and Exercise Telehealth Clinic (hereafter referred to as the Clinic). This document explains important aspects of the Clinic. Please read it carefully and ask any questions you might have. This is your copy to keep as a reference.

OUR SERVICES

The Clinic provides both a service to the community and a training facility for undergraduate students undertaking a Bachelor of Sport and Exercise Science in the UTS Sport, Exercise and Rehabilitation School. Clinical services are offered to the public from all geographical areas (aged 18 yrs. and over) that are apparently healthy. You can either contact us by email to express interest in participating in our program or book an appointment on our [webpage](#).

The Clinic offers exercise assessments and the prescription and delivery of exercise programs tailored to individual clients needs using video conferencing (Zoom). Only you, the students and supervisors are present during your telepractice appointment.

SUPERVISION

Clinic services are provided by 3rd year undergraduate students and supervised by nationally accredited exercise professionals as part of the professional placement component of the students Sport and Exercise Science degree at UTS. Clients of the Clinic will receive the highest standards of service and through the duration of the program have access to the expertise of professionals working in the industry.

CLIENT INTAKE & INITIAL EVALUATION

Because this is a teaching clinic, we reserve the right to deny your participation if we do not think it would be safe for you or you do not meet the relevant criteria which is to identify individuals with known disease, and/or signs or symptoms of a disease, who may be at risk of an adverse event due to exercise. An adverse event refers to an unexpected event that occurs as a consequence of an exercise sessions, resulting in ill health, and physical harm or death to an individual.

The purpose of the intake process is to fully evaluate your needs and ensure you receive the best exercise program possible. The evaluation will include completing the expression of interest form with your preference for a session time (for the program duration) and answering introductory questions regarding your physical health.

Once your application has been evaluated by Clinic staff, you will be emailed your scheduled program appointment time. If you do not meet the criteria for the Clinic, you may be asked to seek medical clearance for participation in physical exercise.

LEGAL, PRIVACY, ETHICAL AND PROFESSIONAL REQUIRMENTS

The Clinic is bound by the legal, ethical and professional requirements of Exercise & Sports Science Australia ([ESSA](#)), NSW privacy law and the Code of Professional Conduct and Ethical Practice. As part of the ESSA supervision requirements, all supervisors have ethical and legal obligations to protect the privacy of people requiring and receiving care. Clients of the Clinic have a right to expect that the Students, Supervisors and Clinic staff will hold information about them in confidence.

These requirements continue to be upheld in the telehealth environment in addition to privacy obligations and other protections that are unique to the telehealth environment.

For further details about the management of your health information, refer also to our Clinic's [Privacy Notice](#).

TELEPRACTICE SERVICES AND ONLINE COMMUNICATIONS

The Clinic uses UTS's Zoom video-conferencing platform to provide Telepractice services. When you receive an appointment via Zoom, you will receive a passcode to access the session. Please keep this passcode secure.

The video-conference service will require that you have access to an appropriate device, whether personal laptop, tablet, i-Pad or mobile telephone device with connection to a private, secure and stable internet service. By participating in the telehealth service, it is your responsibility to install and keep up to date the security of your device and any appropriate firewall, intrusion detection, and anti-virus programs. Please be aware that you are responsible for any costs incurred in relation to the provision of your own software, hardware, and data usage associated with this telepractice service. By agreeing to participate in the Sport and Exercise program, you are agreeing to expressly release the UTS Sport and Exercise Clinic from any liability associated with the unintended cyber-security issues and or difficulties with unsecured communication.

Clients need to take care when sharing personal information by email. Email communication is not a completely secure means of transmitting information. The Clinic uses email communication for administrative purposes only, e.g. providing general Clinic information, confirming appointment or providing generic Clinical resources.

Note: any form of communication via the internet or a mobile device is potentially vulnerable and limited by the security of the technology. It is important to protect yourself while using online technology. Refer also to the "Protecting yourself online: What everyone needs to know" booklet (<https://www.australia.gov.au/information-and-services/public-safety-and-law/online-safety>) and government advice (<https://www.staysmartonline.gov.au>).

STREAMING AND VIDEO RECORDING OF CLIENT SESSIONS

Secure video live-streaming will be provided for supervision through Zoom and from cameras installed in all Clinic consultation room devices. The live-stream may be viewed for supervision and learning purposes at any time by a maximum of 5 students working with you and their supervisor. Telepractice sessions via Zoom are not generally recorded but the chat function may be used. If a decision to record Zoom sessions is made in future, you will be informed in advance and it will only be recorded with your consent.

APPOINTMENTS AND CANCELLATIONS

The Clinic strives to provide a high-quality exercised based service through a system of booked appointments (your booked appointment time is continuous for the duration of the program). Please log into to your appointment on time, and let us know if you are no longer able to attend the appointment as early as possible. It is appreciated if you can provide a minimum of 24 hours' notice of cancellation.

Missed sessions are problematic for both clients and students. Therefore, we ask clients to make a commitment to attend their sessions promptly. It is important to note that irregular attendance is likely to compromise the effectiveness of this service, and sessions may need to be discontinued if this occurs.

If you wish to withdraw from the program at any time please contact the clinic coordinator.

EMERGENCY CARE AND CRISIS SITUATIONS

For emergencies, contact 000.

The Clinic is unable to provide emergency services but please advise the students if there are any issues with the program so any exercises can be stopped.

CONTACTING THE CLINIC

A staff member is available to answer phones during Clinic hours (Tuesday 1.00pm-6.00pm, Wednesday-Friday, 8.00am-6.00pm). There may be times during peak Clinic periods where you will need to leave a message. We will ensure that all voicemails or messages are responded to within 24 hours on working-days. Students are unable to be contacted directly, so please contact the Clinic Coordinator.

Clients can contact the Clinic Coordinator on 0491 690 445 or 0419 799 861, or email sportexerciseclinic@uts.edu.au (preferred) for general enquiries, appointment information or to leave a message for their student.