

YOUR QUICK GUIDE TO TELEHEALTH

Telehealth allows remote patients to attend clinic appointments from their current location, whether that is from the patients home or work address.

Telehealth is the provision of health care services over the phone or via video using a computer or mobile device

HOW TO PREPARE FOR YOUR TELEHEALTH APPOINTMENT

REQUIRED EQUIPMENT



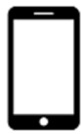
Apple or Windows Computer with a microphone and camera



Apple or Windows Laptop with a microphone and camera



Apple or Android Tablet with a microphone and camera



Apple or Android Mobile Phone



Access to the internet

TIPS FOR A HEALTHDIRECT VIDEO CALL CONSULTATION

What is a video consultation like?



Relax – it's just like an in-person consultation except you see your doctor on a screen instead of in person.

Be prepared – make some notes



Write some notes about what you want to discuss and know the name of your preferred pharmacy. Keep a pen and paper handy in case you want to take some notes.

What about privacy and security?



Video Call is securely encrypted so your privacy is protected. You have your own private space that only your doctor enters. No information or recording is stored.

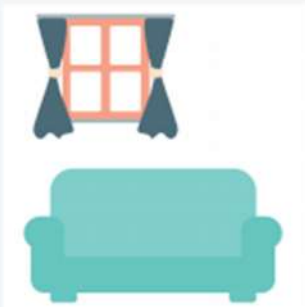
Is your setup okay?



If you want to check your device setup, you can run a pre-call test any time before your appointment – the sooner the better. Go to: videocall.direct/precalls

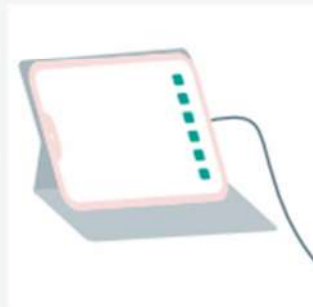
Getting prepared for your video consultation

Make yourself comfortable



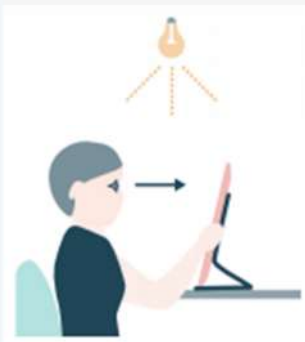
Find yourself a private, quiet space and comfortable chair – you don't want to be uncomfortable or get interrupted during your consultation. Turn off radios and TVs and close doors and windows to reduce noise.

Keep your device still and powered



If using a mobile device, prop it up against something stable or use a stand. If your device is constantly moving, it is difficult for your doctor to see you. And don't forget to make sure your device is fully charged or plugged in.

Line up and light up your face



Make sure your face is close to and directly in front of your device's camera. Your image will be best if there is light in front or above you (not behind you). Turn on the light if you are inside.

Internet connection



If you're concerned about your internet capability, choose a space close to your modem or where you have a good mobile signal and ask other people in your house not to use the internet during your consultation.

WHO CAN SEE MY TELEHEALTH APPOINTMENT?

During your appointment only yourself, the clinician and in some instances an interpreter, will have access to view the video.

Your clinic appointment is not recorded.