


# How to attend a Telehealth appointment


## Instructions for using a computer, laptop, Android tablet or phone


### Prior to appointment – Please do a test call



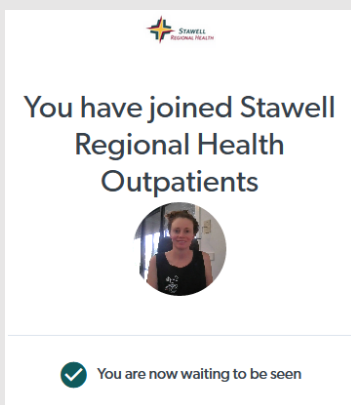
You can do a test call at any time, for example if you are thinking about Telehealth or have a telehealth consult booked. Do a test call to make sure it works for you on your device. Please try to use the same device for the test call as you will use for the consultation



1. Use **Google Chrome** browser 
2. If you don't already have Google Chrome, do a web search for 'install chrome' and you will be directed to the correct version for your computer. There is no cost to download
3. Go to the SRH homepage or type 'srh.org.au' into the search bar.

4. Once on the homepage click the icon  to go to the Telehealth page

5. Click 'Start a Video Call'  Press 'run a pre-call test' and follow the prompts.

### On the day of your appointment – Just before your appointment time



1. Open **Google Chrome** browser
2. Go to the SRH homepage or type 'srh.org.au' into the search bar.
3. Once on the homepage click the icon  to go to the Telehealth page
4. Click 'Start a Video Call'  and follow the prompts
5. Enter your name, and phone number so we can contact you if we need to
6. You are now in the online waiting room – this is like being in the waiting room at the clinic
7. Your clinician will link you into the call when they are ready to start the appointment

Note: your internet data is not being used until we start the call with you.

## Tips for your video 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/precall](https://videocall.direct/precall)

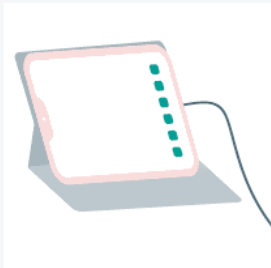
## Getting prepared for your video consultation

### Make yourself comfortable



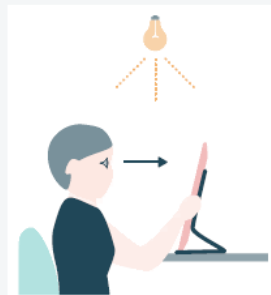
Find yourself a private, quiet space and comfortable chair – you don't want to be uncomfortable or get interrupted during your consultation. Turn off radios and TVs and close doors and windows to reduce noise.

### 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.