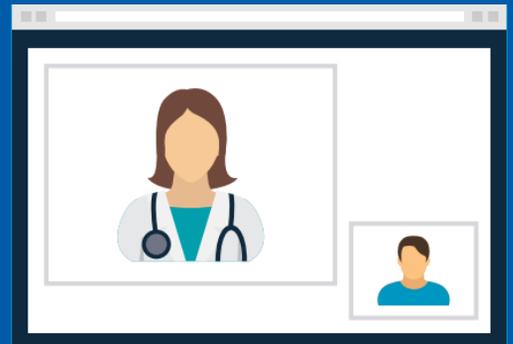


Telehealth Video Call Information

Where appropriate, you can have your consultation online via a video call.

You can see your specialist from your home or local doctors office.

It can save you time and money and brings your care closer to home.



 Where do I go to attend my appointment?

Instead of travelling, you enter the clinic's online waiting area. There is no need to create an account.

We are notified when you connect, and your specialist will join you when they're ready.

To attend your appointment:

Step 1. Find a quiet place

Step 2. 10 minutes before your appointment go to www.monashhealth.org/telehealth

Step 3. Wait for your clinician to join

 Am I eligible for telehealth?

Your specialist will determine if your next appointment is **medically** suitable for telehealth.

 Is it secure?

Video calls are secure; your privacy is always protected.

 How much does a video call cost?

The video call is free (except for your internet usage).

 How much internet data will I use?

You don't use any data while waiting for your appointment.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition*.

Lower-speed internet connections and less powerful computers will use less data but can also reduce the call quality.

** That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to Skype® or FaceTime®*



Smartphone & tablet users

Connect to Wi-Fi network to avoid using your mobile data allowance

 Where can I find more information?

Go to www.monashhealth.org/telehealth

Attend a Telehealth Video Call Appointment

You will need:

- ✓ **A good connection to the internet**
If you can watch a video online (e.g. YouTube) you can make a video call.
- ✓ **A quiet place where you will not be disturbed**
- ✓ **Either a desktop computer, laptop, tablet or smartphone**



 (Windows, Android, MacOS) The Google Chrome web browser

 (MacOS, iOS) The Safari web browser

 **Go to** www.monashhealth.org/telehealth

1

Select the **Adult, Paediatric** or **Community Telehealth** link

Telehealth



Select **specialty area** for your appointment (see appointment letter)

Telehealth



2

Click **Start Video Call**

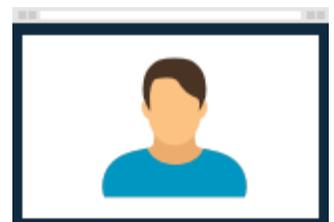


You will be required to provide information so that the doctor can identify you. Please have your Medicare Card ready.

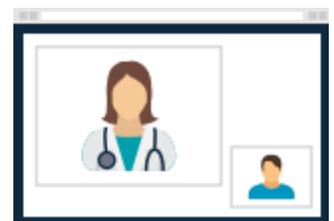
Click **Continue** and follow the prompts

3

Wait in your own private video room



Your doctor will join you when ready



What do I do if something is not working?

Go to: <https://vcc.healthdirect.org.au/troubleshooting>