

# How to have a Telehealth 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 private place where no one can hear you**



### **A quiet place where you will not be disturbed**

## Use one of these:



- desktop
- laptop
- tablet
- smartphone



Google Chrome  
(Windows, Android, MacOS)



Safari web browser  
(MacOS, iOS)

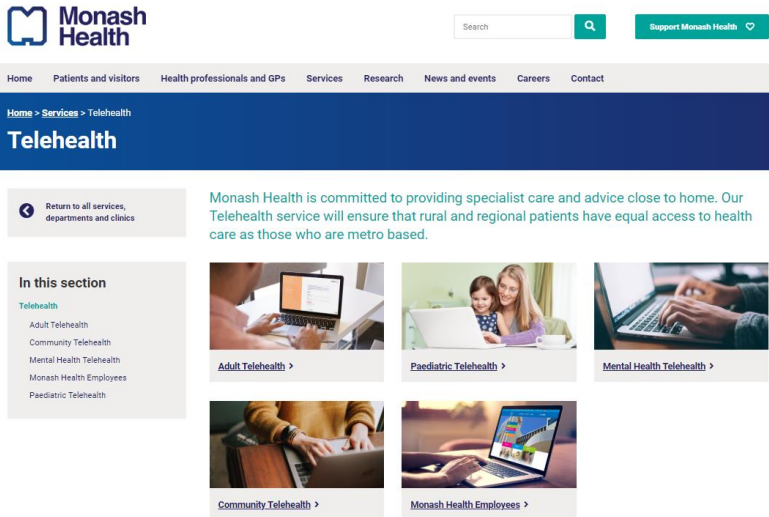




Go to [www.monashhealth.org/telehealth](http://www.monashhealth.org/telehealth)

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Click **Adult, Paediatric, Mental Health** or **Community Telehealth** button



Click the service name for your appointment (it is on your appointment letter or email)

**Community Telehealth**

A - D    E - H    I - O    P - Z

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Click **Start Video Call**  
Follow the instructions

Make sure you are using one of these web browsers:



[Run a Test Call](#)

Start video call →



Patient/Client Name (the person this call is about) ✓

Testing    Test

Phone Number ✓

0411 111 111    Australia (+61)

Medicare Card Number

12345678999

Date of Birth ✓

01.06.1990

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Wait in your private video room until your appointment starts

Aged and Community Care



You have joined the call queue.

You are now waiting for your consultation to begin.

Notification

Congratulations! You've arrived in the waiting area. As with any waiting area, there may be a short wait for your appointment. Please bear with us as we work to be with you as soon as possible.

Sent at 04:15PM

NOW PLAYING

Frank Sinatra - Fly Me To The Moon



Not your style? Choose an alternate playlist



What do I do if something is not working?

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