

# Attending your appointment via a Video Call

The Royal Melbourne Hospital - Telehealth video call

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

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

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



### 📍 Where do I go to attend my appointment?

To attend your appointment, go to:

[www.thermh.org.au/telehealth](http://www.thermh.org.au/telehealth)

Instead of travelling to your appointment, you enter the clinic's waiting area online.

The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

### ✔ What do I need to make a video call?

- ✔ **A good connection to the internet**  
If you can watch a video online (e.g. YouTube) you can make a video call
- ✔ **A private, well-lit area where you will not be disturbed** during the consultation
- ✔ **One of these:**
  - Google Chrome web browser (recommended) or Firefox web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone
  - Safari web browser on an Apple desktop or laptop (MacOS), or iPad or iPhone
- ✔ **Web-camera, speakers and microphone** (already built into laptops or mobile devices)

See over for more information on how to make a video call.

### 🔒 Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

### 💰 How much does a video call cost?

The video call is free (except for your internet usage). However, the regular costs – if any – of a medical consultation still apply.

### 📶 How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

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

Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.

Data use increases when there are more than two participants in the call.



#### Smartphone & tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

\* 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®.

## Get ready to make video calls



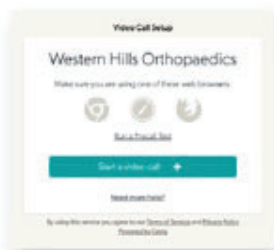
Make sure that you use one of the following web browsers:

-  Google Chrome Version 72+ (Windows, Android, MacOS)
-  Apple Safari Version 11.4+ (MacOS, iOS)
-  Firefox Version 68+ (Windows, Android)
-  Microsoft Edge Version 79+ (Windows, MacOS)  
Microsoft Edge Version 44+ Android

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

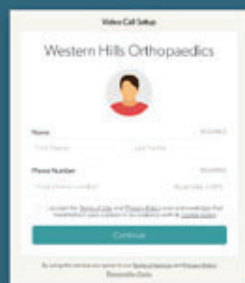
1

Go to the entry point on the service's website and click the Start Video Call icon



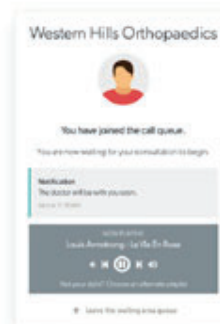
2

Enter name and phone number when prompted



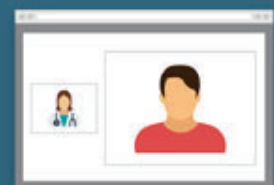
3

Enter the clinic's online Waiting Area



4

Clinician arrives and the consultation proceeds



### ! What do I do if something is not working?

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

#### More information

To cancel, reschedule, or change your appointment, call 03 93427393.  
For an interpreter, please call 03 93427393.

For video-call support, please call 03 93428670.  
[telehealth@mh.org.au](mailto:telehealth@mh.org.au)