

通过视频通话就诊

Telehealth with the Royal Melbourne Hospital

在适当情况下，您可以通过视频通话进行网上就诊

视频通话和打电话一样方便，而且还有面对面交流的额外好处。

它能帮您节省时间和金钱，让您在离家更近的地方接收照顾。



到哪里去就诊？

如要就诊：

<https://thermh.org.au/telehealth>

或使用此二维码进入诊所候诊区：



您无需出门就诊，而是进入诊所的网上候诊区。当您抵达时，医疗机构会得到通知，您的医师会在准备好时加入通话。您无需创建账户。您输入的信息不会被储存下来。

✓ 视频通话需要哪些条件？

- ✓ 良好的互联网连接
如果您能在网上看视频（比如YouTube），您就能进行视频通话
- ✓ 照明良好的隐私区域，让您在就诊期间不会受到打扰
- ✓ 网页所示网络浏览器的最新版本：
 - Google Chrome、Microsoft Edge、Mozilla Firefox或Apple Safari
- ✓ 网络摄像头、扬声器和话筒
(手提电脑或移动设备上已经自带)

查看网页上关于如何进行视频通话的详细信息。

🔒 这安全吗？

视频通话是安全的；您的隐私受到保护。您有自己的私人视频室，只有获得授权的医师才能进入。

💰 视频通话花费多少？

视频通话是免费的（除了您的互联网流量）。但是，您仍需支付医疗就诊的常规费用（若有）。

📶 我会使用多少互联网数据量？

等待医师加入通话期间不使用任何数据量。

与使用高清晰度观看YouTube视频相比，视频就诊的数据用量还不到一半*。

如果网速较慢，或使用性能较低的电脑、平板或智能手机，数据用量就较少。这些因素也会降低通话的总体质量。

如果有超过两人参加通话，数据用量就会增加。



智能手机和平板使用者

如有可能，连接家中或工作场所的Wi-Fi网络，以免使用您的移动数据流量。

* 20分钟通话的数据用量在移动设备上约为230 MB，在台式电脑上约为450 MB，与Skype®或Facetime®相似。

准备进行视频通话



确保您使用的是以下浏览器的最新版本：

-  Google Chrome
(Windows, Android, MacOS, iOS 14.3+)
-  Apple Safari
(MacOS, iOS)
-  Mozilla Firefox
(Windows, Android, MacOS, iOS 14.3+)
-  Microsoft Edge
(Windows, Android, MacOS, iOS 14.3+)

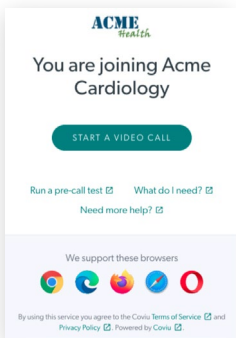


登录：

<https://thermh.org.au/telehealth>

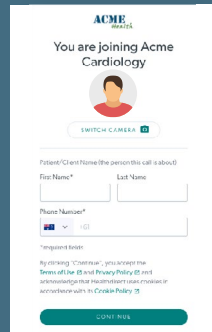
1

在所提供的链接里或在医疗机构的网站上
点击“Start A Video Call”
(开始视频通话)按钮。



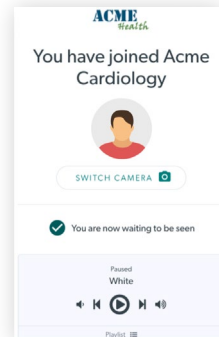
2

根据提示输入姓名和其它信息



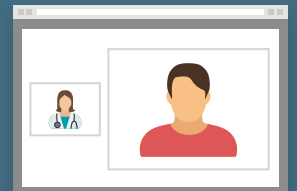
3

进入诊所的网上候诊区



4

医师到达，就诊开始



! 如果遇到故障怎么办？

- 访问网页：<https://vcc.healthdirect.org.au/troubleshooting>

更多信息

An interpreter will be available during your appointment.

If you would like to cancel or reschedule your appointment
call 03 93427393.

Attending your appointment via a Video Call

Telehealth with the Royal Melbourne Hospital

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:

<https://thermh.org.au/telehealth>

Or use this QR code to access the clinic waiting area:



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

A recent version of one of these Web Browsers as shown overleaf:

- Google Chrome, Microsoft Edge, Mozilla Firefox or Apple Safari

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 you use a recent version of one of the following browsers:

-  Google Chrome (Windows, Android, MacOS, iOS 14.3+)
-  Apple Safari (MacOS, iOS)
-  Mozilla Firefox (Windows, Android, MacOS, iOS 14.3+)
-  Microsoft Edge (Windows, Android, MacOS, iOS 14.3+)

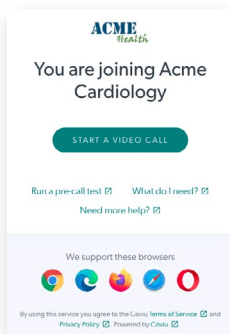


Go to

<https://thermh.org.au/telehealth>

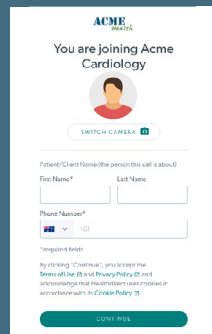
1

Click the Start A Video Call button in the link provided, or on the health service's website.



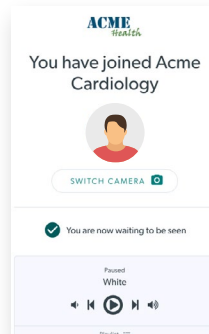
2

Enter name and details when prompted



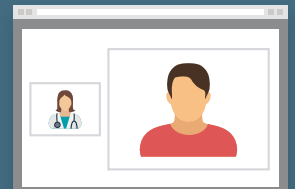
3

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

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