

# Dolazak na termin putem video poziva

## Telehealth with the Royal Melbourne Hospital

### Gdje je to odgovarajuće, konzultacije možete imati *online* preko video poziva

Video poziv je praktičan isto kao i telefonski poziv, a ima i tu prednost što se komunikacija odvija licem u lice.

Njime možete uštedjeti vrijeme i novac i vaša njega se pruža bliže kući.



### 📍 Kamo trebam ići za svoj zakazani termin?

Za svoj zakazani termin idete na:

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

Ili koristite ovaj QR kod za ulazak u čekaonicu klinike:



Umjesto da fizički putujete na svoj termin, u čekaonicu klinike uđete *online*. Zdravstvena služba dobije obavijest čim stignete, a vaš liječnik će vam se pridružiti kada bude spreman/na. Ne morate imati svoj *online* račun. Niti jedna informacija koju unesete se ne čuva.

### ✓ Što mi sve treba za video poziv?

#### ✓ Dobra internetska veza

Ako možete gledati video snimke *online* (npr. YouTube), onda možete obaviti i video poziv

#### ✓ Privatan, dobro osvijetljen prostor gdje vam nitko neće smetati tijekom konzultacije

#### ✓ Nova verzija jednog od ovih Web pretraživača navedenih pozadi:

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

#### ✓ Web-kamera, zvučnici i mikroskop

(već ugrađeni u *laptop* računala ili mobilne uređaje)

Pogledajte sljedeću stranicu za više informacija o tome kako uspostaviti video poziv.

### 🔒 Jesu li video pozivi sigurni?

Video pozivi jesu sigurni; vaša je privatnost zaštićena. Imate svoju privatnu video sobu u koju jedino mogu ući ovlaštene liječnici.

### 💰 Koliko košta jedan video poziv?

Video poziv je besplatan (osim što plaćate korištenje interneta). Međutim, i dalje se plaćaju redoviti troškovi liječničke konzultacije - ako postoje .

### 📶 Koliko internet podataka ću potrošiti?

Ništa ne trošite dok čekate da vam se pridruži liječnik.

Konzultacije putem videa troše manje od polovine podataka koje biste obično potrošili gledanjem nekog videa na YouTube u visokoj definiciji\*.

Potrošnja podataka je manja kod interneta sa sprijom vezom ili ako koristite kompjuter, tablet ili pametni telefon manje snage. Ti čimbenici mogu također smanjiti općenitu kvalitetu poziva.

Potrošnja podataka se povećava kada više od dvije osobe sudjeluju u pozivu.



#### Korisnici pametnih telefona i tableta

Ako možete, povežite se na Wi-Fi mrežu kod kuće ili na poslu kako biste izbjegli korištenje podataka na svojim mobilnim uređajima.

\* To je otprilike 230 MB na mobilnom uređaju i 450 MB na osobnom računaru za 20-minutni poziv, što je otprilike kao i Skype® ili Facetime®.

## Pripremite se za video pozive



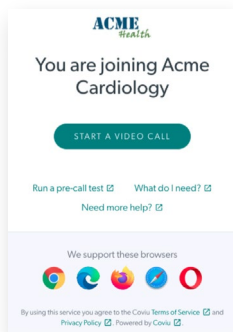
Pazite da koristite novu verziju jednog od sljedećih pretraživača:

-  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+)

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

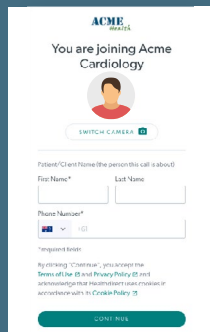
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Kliknite dugme Start A Video Call u priloženoj poveznici ili na *internetskim stranicama* zdravstvene službe



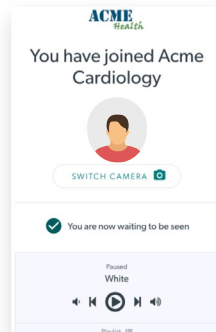
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Unesite ime i prezime i podatke kada se to bude tražilo



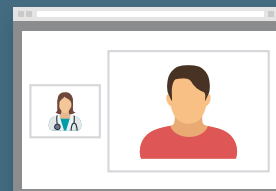
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Uđite u *online* čekaonicu klinike



4

Liječnik stiže i konzultacija počinje



### ! Što da radim ako nešto ne funkcionira?

- Otiđite na <https://vcc.healthdirect.org.au/troubleshooting>

#### Više informacija

An interpreter will be available during your appointment.

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

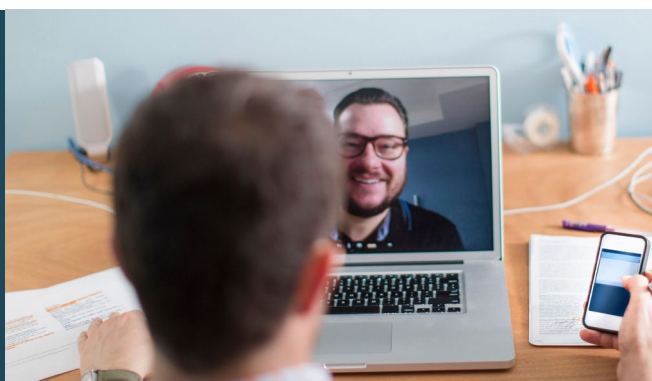
# Attending your appointment via a Video Call

## 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+)

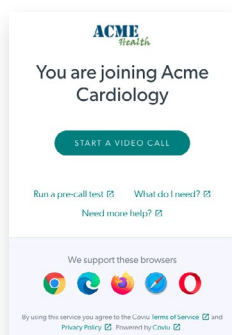


Go to

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

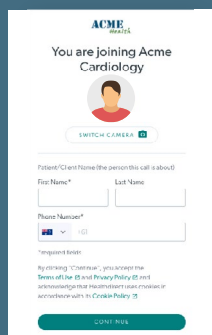
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Click the Start A Video Call button in the link provided, or on the health service's website.



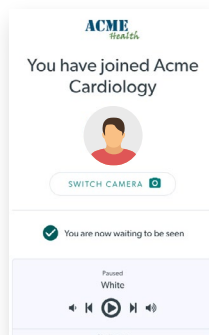
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Enter name and details when prompted



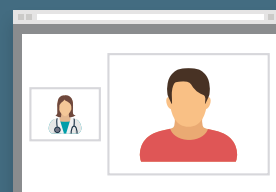
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Enter the clinic's online Waiting Area



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

An interpreter will be available during your appointment.

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