L-attendenza għall-appuntament tiegħek permezz ta' Sejħa bil-Vidjo

healthdirect Video Call

Telehealth with the Royal Melbourne Hospital

Fejn xieraq, jista' jkollok il-konsultazzjoni tiegħek online permezz ta' sejħa bil-vidjo

Is-sejħiet bil-vidjo huma konvenjenti daqs telefonata, bil-valur miżjud tal-komunikazzjoni wiċċ imb' wiċċ.

Jista' jiffrankalek ħin u flus, u jġib il-kura tiegħek eqreb lejn id-dar.

Fejn immur biex nattendi l-appuntament tiegħi?

Biex tattendi l-appuntament tiegħek, mur fuq:

https://www.thermh.org.au/telehealth

Jew uża dan il-kodiċi QR biex taċċessa ż-żona ta' stennija tal-klinika:

Minflok ma toqgħod tivvjaġġa għall-appuntament tiegħek, idħol fiż-żona ta' stennija tal-klinika online. Is-servizz tas-saħħa jiġi nnotifikat meta tasal, u t-tabib tiegħek jingħaqad miegħek meta jkun lest. M'hemmx bżonn toħloq kont. Ma tinżamm l-ebda informazzjoni li ddaħħal.

X'għandi bżonn biex nagħmel sejħa bil-vidjo?

- **Konnessjoni tajba tal-internet.** Jekk tista' tara vidjow online (eż. YouTube) tista' tagħmel sejħa bil-vidjo .
- **Żona privata u mdawwla sew fejn ma tiġix imfixkel** waqt il-konsultazzjoni
- **Verżjoni riċenti ta' web browser appoġġjat kif muri fuq wara:**
  - Google Chrome, Microsoft Edge, Mozilla Firefox jew Apple Safari
- **Kamera tal-web, speakers, u mikrofonu** (diġà integrati f'laptops jew apparati mobbli)

Huwa sigur?

Is-sejħiet bil-vidjo huma siguri; il-privatezza tiegħek hija protetta. Għandek il-kamra tal-vidjo privata tiegħek, li fiha jistgħu jidħlu biss kliniċisti awtorizzati.

Kemm tiswa sejħa bil-vidjo?

Is-sejħa bil-vidjo hija bla ħlas (ħlief għall-użu tal-internet tiegħek). Madankollu, l-ispejjeż regolari – jekk ikun hemm – ta' konsultazzjoni medika xorta japplikaw.

Kemm se nuża data tal-internet?

Konsultazzjoni bil-vidjo tuża inqas minn nofs id-data li tuża waqt li tara vidjow ta' YouTube f'High Definition*.

L-użu tad-data huwa inqas fuq konnessjonijiet tal-internet b'veloċità aktar baxxa, jew jekk qed tuża kompjuter, tablet jew smartphone li għandhom inqas qawwa. Dawn il-fatturi jistgħu wkoll inaqqsu l-kwalità ġenerali tas-sejħa.

L-użu tad-data jiżdied meta jkun hemm aktar minn żewġ parteċipanti fis-sejħa.

* *Dan hu madwar 230 MB fuq apparat mobbli, u 450 MB fuq PC għal sejħa bil-vidjo ta' 20 minuta , li hija simili għal FaceTime®.*

Għal min juża smartphones u tablets
Jekk tista', aqbad ma' netwerk Wi-Fi tad-dar jew tax-xogħol biex tevita li tuża l-allowance tad-data mobbli tiegħek.

![healthdirect Video Call]

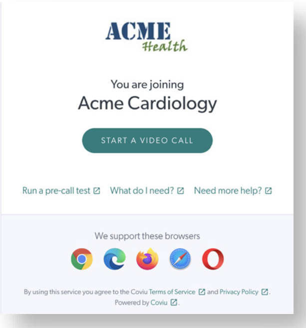
Ipprepara biex tagħmel sejħiet bil-vidjo

Kun żgur li tuża verżjoni riċenti ta' wieħed mill-browsers li ġejjin:

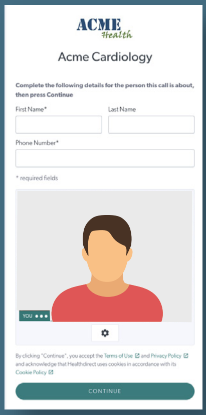
- Google Chrome (Windows, Android, MacOS, iOS)
- Microsoft Edge (Windows, Android, MacOS, iOS)
- Mozilla Firefox (Windows, Android, iOS)
- Apple Safari (MacOS, iOS)

Mur fuq https://www.thermh.org.au/telehealth

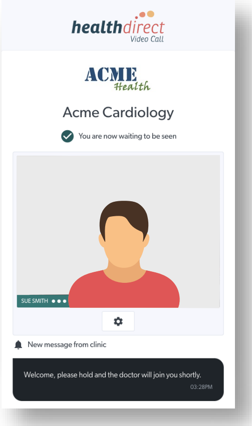
1. Ikklikkja l- buttuna Start A Video Call fil-link ipprovdut, jew fuq il-websajt tas-servizz tas-saħħa.



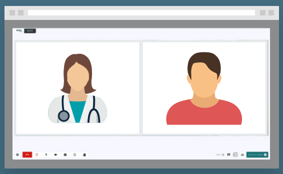
2. Daħħal l-isem u d-dettalji meta tintalab biex tagħmel dan



3. Idħol fiż-Żona ta' Stennija online tal-klinika



4. Jasal il-kliniċista u l-konsultazzjoni tipproċedi



! X'nagħmel jekk xi ħaġa ma tkunx qed taħdem?

- Mur fuq https://help.vcc.healthdirect.org.au/troubleshooting-guide

Għal Aktar Informazzjoni

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

healthdirect 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://www.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 a supported web browser as shown overleaf:

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

Web-camera, speakers and microphone
(already built into laptops or mobile devices)

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?

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.

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

Smartphone & tablet users

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

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

healthdirect Video Call

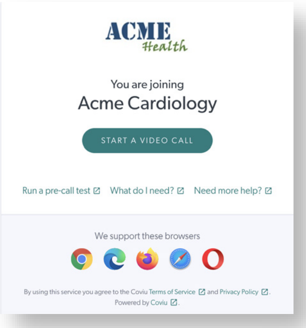
Get ready to make video calls

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

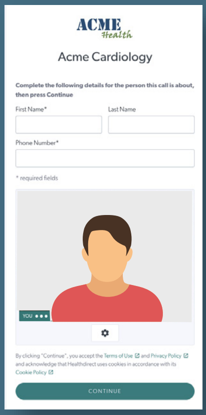
- Google Chrome (Windows, Android, MacOS, iOS)
- Microsoft Edge (Windows, Android, MacOS, iOS)
- Mozilla Firefox (Windows, Android, iOS)
- Apple Safari (MacOS, iOS)

Go to https://www.thermh.org.au/telehealth

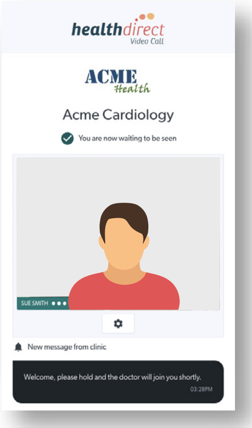
1 Click the Start A Video Call button in the link provided, or on the health service's website.



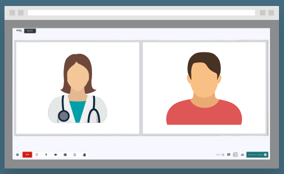
2 Enter name and details when prompted



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

An interpreter will be available during your appointment.

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call 03 93427393.