

Auai i lau taimi faatulagaina e ala i se Vala'au Vitio

Telehealth with the Royal Melbourne Hospital

Afai e talafeagai, e mafai ona e faia lau faatalanoaga i luga o le initaneti e ala i se vala'au vitio

O le vala'au vitio e faigofie e pei o le vala'au telefoni, ma le aoga faaopoopo o le fesootaiga i foliga.

E mafai ona sefe ai lou taimi ma tupe, ma aumaia lau tausiga latalata i le fale.



🖱️ O fea ou te alu i ai e auai i la'u taimi faatulagaina?

Ina ia auai i lau taimi faatulagaina, alu i:

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

Pe fa'aaoga lenei QR code e ulufale ai i le nofoaga fa'atalitali o le falema'i:



Nai lo le malaga atu i lau taimi faatulagaina, e te ulufale i le nofoaga fa'atalitali a le falema'i i luga o le initaneti. E logoina le auauaga o le soifua maloloina pe a e taunuu, ma o le a auai atu lau foma'i pe a sauni. E leai se mana'oga e fai ai se tuatusi faainitanti. E leai se fa'amatalaga e te tuuina atu e teuina.

✓ O le ā se mea ou te mana'omia e fai ai se valaau vitiō?

✓ O se feso'ota'iga lelei i le initaneti.

Afai e mafai ona e matamata i se vitio i luga o le initaneti (fa'ata'ita'iga, YouTube) e mafai ona e faia se valaau vitio

✓ O se nofoaga tumaoti, lelei le moli, e le faalavelave ia te oe i le taimi o le fono

✓ O se ituaiga fou o se polokalame su'esu'e faauega tafa'ilagi lagolagoina e pei ona fa'aalia i le itulau sosoo:

- Google Chrome, Microsoft Edge, Mozilla Firefox po'o Apple Safari.

✓ Pueata fesootai upega tafailagi, sipika ma le masini faaleotele leo

(ua uma ona fausia i totonu o komepiuta feavea'i po o masini feavea'i)

🔒 E saogalemu?

O vala'au vitio e saogalemu; e puipuia lou tulaga faalilolilo. E iai sau potu vitio tumaoti, e na'o foma'i fa'atagaina e mafai ona ulufale i ai.

💰 E fia le tau o se valaau vitio?

O le vala'au vitio e leai se totogi (se'i vagana ai lau fa'aogaina o le initaneti). Peita'i, o tau masani – afai e iai – o se faatalanoaga fa'afoma'i e tumau pea.

📶 E fia le aofa'i o minute o le initaneti o le a ou fa'aogaina?

O se faatalanoaga vitio e fa'aaoga ai le itiiti ifo i le afa o minute e te fa'aogaina a'o matamata i se vitio YouTube i le Manin Mauauga*.

O le fa'aaogaina o minute e itiiti pe a mauaalo le saoasaoa o feso'ota'iga i le initaneti, pe afai fo'i o lo'o e fa'aaogaina se komepiuta, tablet, po'o se telefoni poto e le'o malosia tele. O nei mea e mafai fo'i ona fa'aititia le tulaga lelei atoa o le vala'au. E fa'ateleina le fa'aogaina o minute pe a sili atu i le to'alua tagata o lo'o auai i le vala'au

* O le tusa lea ma le 230 MB i luga o se masini feavea'i, ma le 450 MB i luga o se PC mo se vala'au e 20 minute, lea e tutusa ma le FaceTime®.



Tagata fa'aoga telefoni poto & tablet.

Afai e mafai, feso'ota'i i se upega Wi-Fi i le fale po'o le galuega ina ia 'alofia le fa'aogaina o lau fa'amaumauga feavea'i.

Sauni e fai vala'au vitio



la mautinoa e te fa'aaogaina se ituaiga fou o se tasi o nei polokalame 'upega tafa'ilagi:

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

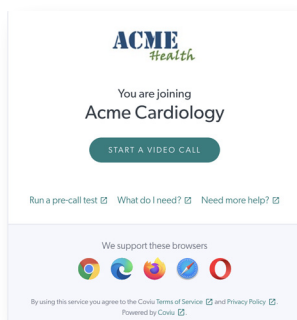


Alu i le

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

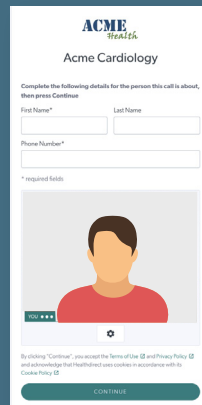
1

Kiliki le ki Amata Se Vala'au Vitio i le so'otaga ua tu'uina atu, pe i luga o le upega tafa'ilagi a le auaunaga soifua maloloina.



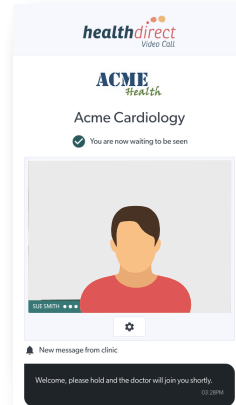
2

Tuu iai le igoa ma fa'amatalaga pe a fa'atunuina



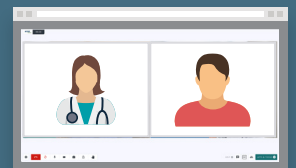
3

Tuu iai le **Vaega Fa'atali** i luga o le initaneti a le falema'i



4

Ua taunuu le foma'i ma faaauau le faatalanoaga



O le ā le mea e fai pe a iai se mea e le o lelei ona faagaoioi?

- Alu i le <https://help.vcc.healthdirect.org.au/troubleshooting-guide>

Nisi Fa'amatalaga

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://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.

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)

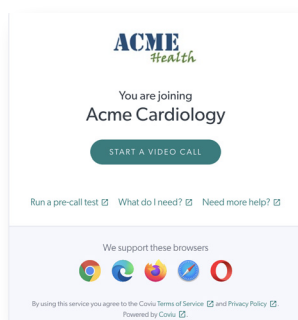


Go to

<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

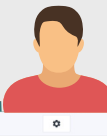
ACME Health
Acme Cardiology

Complete the following details for the person this call is about, then press Continue

First Name* Last Name

Phone Number*

* required fields

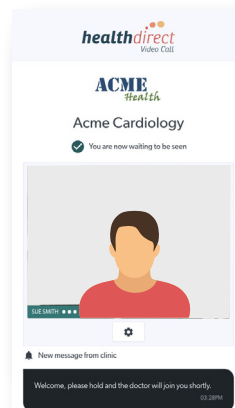


By clicking "Continue", you accept the Terms of Use and Privacy Policy and acknowledge that healthdirect uses cookies in accordance with its Cookie Policy.

CONTINUE

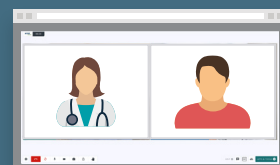
3

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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