

## **Information for Telehealth Appointments**

**For more information about the service and to start your video call, visit:**

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

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

- A good internet connection (if you can watch a video online, you can make a video call)
- A private, well-lit area where you will not be disturbed during the video call
- One of these:
  - Google Chrome web browser on a desktop/laptop computer (Windows or Mac),
  - Google Chrome web browser on an Android tablet/smartphone
  - Safari web browser on an iOS device (iPhone/iPad have this installed)
- Web-camera, speakers and microphone (already built into most laptops and smartphones)

### **Telehealth - Video call**

We recommend that you do a **Test Call** one day prior to your appointment.

### **How do I make a Test Call?**

- Open the relevant browser on your device
- Visit [www.svhm.org.au/telehealth/what-you-will-need](http://www.svhm.org.au/telehealth/what-you-will-need)
- Click **Test Call**. A video call setup window will appear and check to ensure your device can make video calls.
- For troubleshooting advice, click on the troubleshooting link on our website.

### **How do I make a Video Call?**

- Open the relevant browser on your device
- Visit [www.svhm.org.au/telehealth](http://www.svhm.org.au/telehealth)
- Click **Start Video Call**. Follow the instructions and make note of the advice displayed on the screen.
- You will be taken to an online waiting area where a St Vincent's Staff member will be with you shortly.

### **Why is my appointment a telehealth appointment?**

Your medical specialist will help decide if a telehealth appointment is right for you. You can always choose to have a face to face consultation if you prefer.

### **What happens during my telehealth appointment?**

A telehealth appointment is just like a face to face appointment. Your medical specialist will not be able to physically examine you, but will talk with you about your care. You are welcome to have a family member or carer in the call with you, just be sure to introduce them at the start of the call.

### **What if I have a question about specialist clinics?**

- Please call (03) 9231 3475 or for more information visit:  
[www.svhm.org.au/patients-visitors/specialists-clinics](http://www.svhm.org.au/patients-visitors/specialists-clinics)

### **How long will my appointment take?**

The clinics do not always run on time. Waiting times are the same as if you were attending the clinics in person. Sometimes appointments can take several hours.

### **What if I need an interpreter?**

We provide interpreters for Arabic, Chinese (Hakka, Mandarin and Cantonese), Vietnamese, Greek and Italian speakers. For all other languages, including Auslan, please (03) 9231 3475 to book an interpreter. Our interpreter service is free.