

The Royal Children's Hospital Melbourne
50 Flemington Road
Parkville Victoria 3052 Australia
TELEPHONE +61 3 9345 5522
www.rch.org.au



Dear Parent/Guardian,

COVID-19 Changes

To ensure we minimise the spread of infection, we in the process of reducing non-essential patient contact time and converting all possible upcoming consultations to Telehealth.

You will require a fast broadband connection and a device capable of video-calling e.g. a smart phone, tablet or computer to participate in telehealth appointment. Please let the clinic scheduling team know if this is not possible.

Instructions for Telehealth Conference

Please ensure you read the information on the RCH Telehealth website prior to the appointment: <https://www.rch.org.au/telehealth/>

At least 5 minutes before your appointment, please click on the “Start your video call” button to start the session.

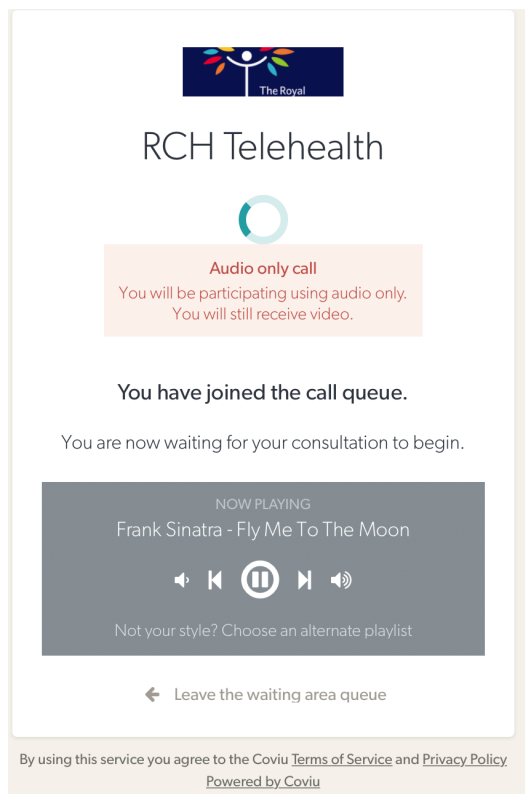
Telehealth

Access to RCH telehealth for patients, families & outside callers

Start Your Video Call

You will be asked to provide access to your camera and then type your child's name and your phone number. This will place you in the virtual waiting room.

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The screenshot displays the RCH Telehealth interface. At the top, there is a small logo with the text "The Royal". Below it, the title "RCH Telehealth" is centered. A circular loading indicator is present. A light orange box contains the text: "Audio only call", "You will be participating using audio only.", and "You will still receive video." Below this, the text reads: "You have joined the call queue." and "You are now waiting for your consultation to begin." A dark grey music player widget shows "NOW PLAYING" and "Frank Sinatra - Fly Me To The Moon" with standard playback controls. Below the music player, it says "Not your style? Choose an alternate playlist". At the bottom of the screen, there is a button with a left-pointing arrow and the text "Leave the waiting area queue". At the very bottom, small text reads: "By using this service you agree to the Coviu [Terms of Service](#) and [Privacy Policy](#). Powered by Coviu".

Please ensure that other relevant information is also available e.g. for patients with diabetes: Hba1c result or laboratory you used, BGL logbook etc.

We will start the telehealth conference when we are available.

Prescriptions and/or pathology/radiology request forms can be sent via mail or email after the consultation.

Department of Endocrinology and Diabetes
The Royal Children's Hospital