

Dear Parent/Guardian,

### **COVID-19 Changes**

To ensure we minimise the spread of infection, we are 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 (Phone: 03 9345 6180).

**If your child has diabetes:** HbA1c testing is the best way to monitor diabetes control. If possible (and feasible within Coronavirus restrictions at the time of your upcoming appointment), please have a blood test for Hba1c at a laboratory close to home the week before your appointment and keep a record of the laboratory you used (eg Dorevitch / Melbourne Pathology). **Please note that external labs only take blood samples via venepuncture (through a vein) instead of a fingerprick.** Please email [diabetes@rch.org.au](mailto:diabetes@rch.org.au) to let us know once the Hba1c has been done and which you used.

### **Instructions for Telehealth Conference**

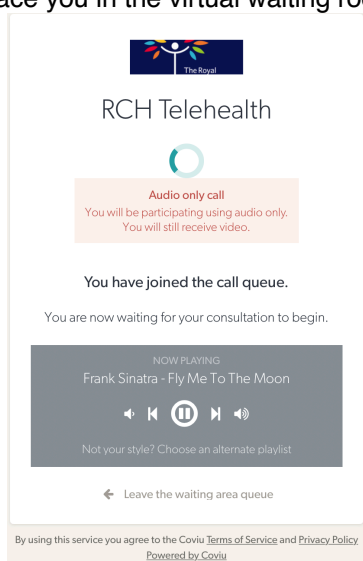
- Please ensure you read the information on the RCH Telehealth website prior to the appointment: <https://www.rch.org.au/telehealth/>
- Prior to the appointment, please do a test call to ensure your camera/microphone works.
- At least 5 minutes before your appointment, please click on the “Start your 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.



- 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.