



Your telehealth appointment

What is telehealth?

Telehealth is an easy way to have a consultation with your healthcare provider without travelling to the hospital or clinic.

The Royal Children's Hospital (RCH) telehealth platform is provided by Healthdirect Video Call. It is a comprehensive, secure and reliable video consulting service for healthcare in Australia.

What you need for a telehealth appointment

- A computer, laptop, iPad or tablet is preferred. Please avoid using a mobile phone where possible as this can make it challenging for the clinician to see your child.
- A private, well-lit area where you will not be disturbed

One of these:

- Google Chrome web browser (recommended) or Firefox web browser on a computer or laptop (Windows or MacOS) or on an android tablet or smartphone
- Safari web browser on an Apple desktop or laptop (MacOS) or iPad or iPhone
- Web-camera, speakers and microphone (already built into laptops or mobile devices).

Your safety and privacy

Your well-being, privacy and confidentiality remain our priority.

If you do not have a safe place for this consultation or if you are worried about your safety online, please advise your clinician or contact the RCH on **03 9345 6180**.

We will work with you to ensure great care is maintained.

Our expectations

The RCH is committed to providing a safe and healthy work environment for all employees. We have a zero tolerance policy towards aggression and violence.

If our staff experience any form of verbal or psychological abuse, intimidating or threatening behaviour or threats during a consultation, we will immediately stop the video call.

How to get the most out of your appointment

- Remember your child must be with you for the appointment.
- Install any software updates on your phone or device.
- Have we got your current contact details? If you have changed numbers or moved house, call us on **(03) 9345 6180** to update your contact details.

- Improve your internet connection by sitting closer to the Wi-Fi router or asking others to log off the network. If you can, ask others in your house to stop any video streaming.
- Have your phone nearby so we can contact you if there are any technical issues or in case the video call disconnects.
- Be prepared to wait for the appointment to be answered—we may be running late.
- Find a quiet, private, well-lit area where you will not be disturbed. It is important not to be driving, walking, or out at the shops during these consultations.
- If the clinician feels as if they cannot adequately conduct the telehealth appointment due to distractions, poor visibility or poor connection, they may ask you to reschedule your appointment to a more appropriate time.

Re-scheduling or cancelling your appointment

If you need to cancel or reschedule your appointment call the Specialist Clinics Contact Centre on **(03) 9345 6180**

Do you need interpreter services?

Call the RCH Interpreter Services team on **(03) 9345 5998**

When it's time for your appointment

1. Open your browser
2. Go to www.rch.org.au/telehealth
3. Click the start your video call button
4. Click start video call
5. Allow access to your webcam and microphone
6. Enter your child's details, agree to the terms of use and click continue
7. You will be placed in a waiting queue
8. We will appear on the screen when we answer your call