

# Attending your appointment via a video call

## 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:

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

-  **One of these:**
- Google Chrome web browser  on a desktop or laptop (Windows or Mac), or on an Android tablet or smartphone
  - An iPad or iPhone with the free Healthdirect Video Call app installed
-  **Web-camera, speakers and microphone** (already built into laptops or mobile devices)

See over for more information on how to make a video call.

### 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?

You don't use any data while waiting for a clinician to join you.

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.

#### Smartphone & tablet users

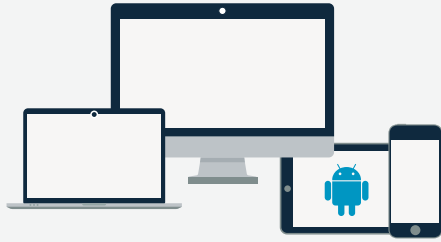


If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

\* That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to Skype® or FaceTime®.

## Get ready to make video calls

Desktop/laptop computer  
Android tablet/smartphone



Make sure that you use the Google Chrome web browser.



(Computer users) Make a test call to check web-camera, microphone and speakers some time before your appointment.

Apple iPhone or iPad



Make sure that you get the free Healthdirect Video Call app from the Apple App Store.



Go to

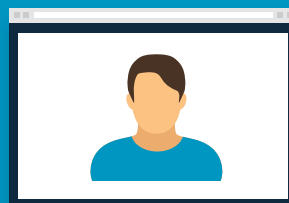
1

On this webpage, click the **Start video call** button and follow instructions



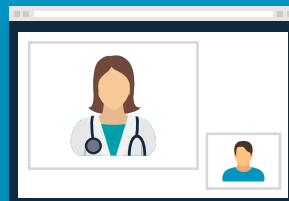
2

Wait in your own private video room



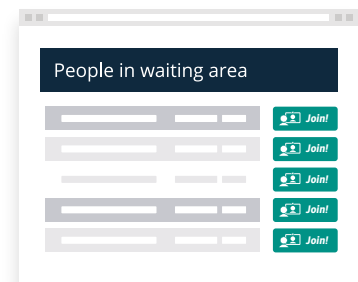
Music plays while you wait

Please note any advice displayed on-screen



3

Your healthcare provider sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready



What do I do if something is not working?

- Go to <https://vccresources.com.au/troubleshooting>
- Download the troubleshooting mini-poster from <https://vccresources.com.au/checklist>

More information

