

# COCOON BabyChat



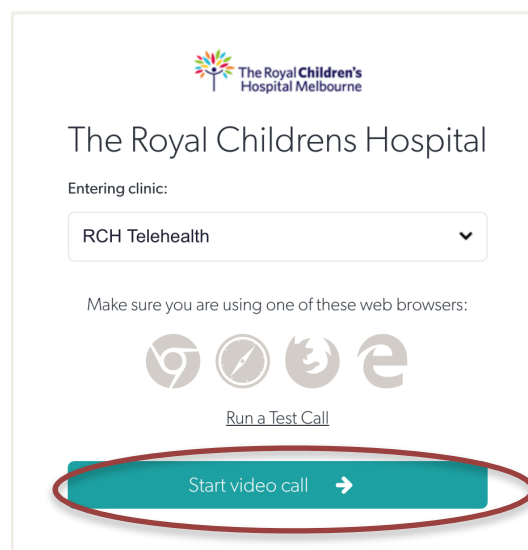
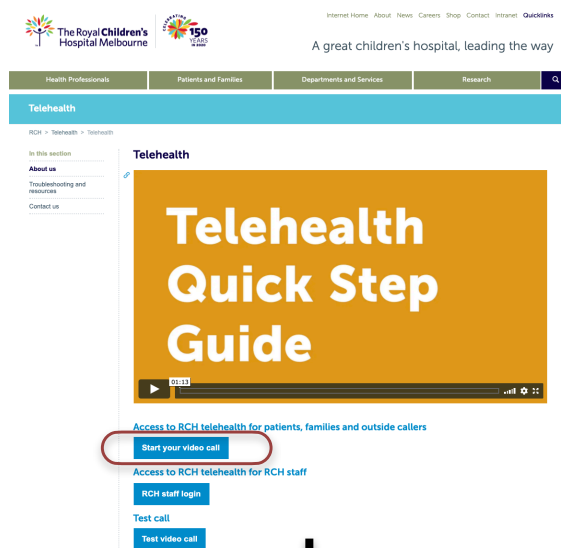
COCOON BabyChat allows you to video call with your baby and the health care team if you are unable to be present at your baby's bedside.

Request a BabyChat appointment with your bedside nurse.

Once a time and date is set, call the bedside 5 minutes before the BabyChat appointment to ensure it can still go ahead. Sometimes situations out of our control will require us to reschedule.

You will need a computer, tablet or smart phone with microphone and camera access.

Go to [rch.org.au/telehealth](http://rch.org.au/telehealth) open in Google chrome or Safari (apple devices)



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A screenshot of the RCH Telehealth registration form. At the top is the RCH logo (The Royal Children's Hospital) and the text "RCH Telehealth". Below this is a black circular placeholder for a profile picture. The form contains several input fields: "Patient/Client Name (the person this call is about)" with sub-fields for "First Name" and "Last Name" (marked as REQUIRED), "Phone Number" with a dropdown for "Australia (+61)", and "RCH UR". At the bottom, there is a checkbox with a checkmark and the text "I accept the Terms of Use and Privacy Policy, and acknowledge that Healthdirect uses cookies in accordance with its cookie policy." Below the checkbox is a teal "Continue" button, which is circled in red.

Fill in your details, accept the 'Terms of Use' and click 'Continue'.  
Your nurse can give you your baby's RCH UR number if you don't know it

A screenshot of the RCH Telehealth waiting area. At the top is the RCH logo and the text "RCH Telehealth". Below this is a circular profile picture placeholder with a silhouette of a person. A "Switch" button with a video camera icon is visible. The main text reads "You have joined the call queue." followed by "You are now waiting for your consultation to begin." Below this is a notification box with the following text: "Notification: Welcome to the RCH Telehealth Waiting Area. Please make sure that both you and your child can be seen clearly on the screen. If your child is not present at this appointment, please call the Specialist Clinics Call Centre on 03 9345 6180 to reschedule the appointment. Sent at 12:29PM".



You are now ready for your COCOON BabyChat

For troubleshooting help go to [www.rch.org.au/telehealth/troubleshoot](http://www.rch.org.au/telehealth/troubleshoot)