

WHAT DO I NEED TO MAKE A VIDEO CALL?

- Access to a computer, iPad, smart phone or laptop
- Good internet connection with Google Chrome
- Web camera, speakers and a microphone (if not built into device)
- Private, well-lit area
- Think about who could help you with the technology before or during the consultation if necessary.
- Well before your consultation, please test your device set-up. This can be done at anytime - it is very important to ensure that your equipment will work on the day.

How to run a Test Call:

Visit www.bendigohealth.org.au/telehealth

Select **TEST CALL** and it will go through the process of ensuring your device setup is ready for a telehealth consultation.

On conclusion of the tests, the results will indicate to you if you are able to have a video consultation. Recommendations and advice for troubleshooting any potential issues will also be shown.

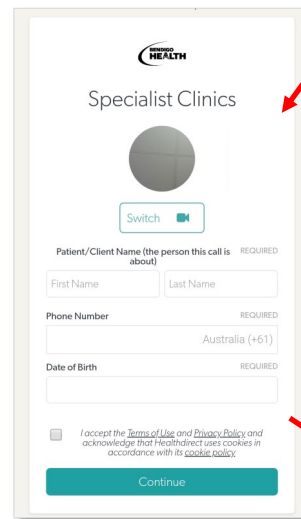
If you cannot fix these issues, please contact clinics to let us know.

HOW TO BEGIN A VIDEO CALL CONSULTATION:

- Go to www.bendigohealth.org.au/telehealth
- Select Specialist Clinics from the list **SPECIALIST CLINICS**

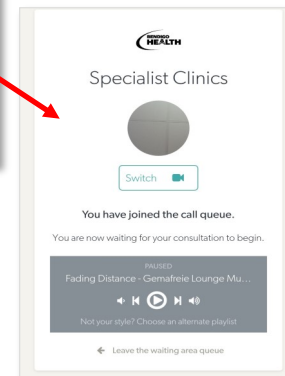
Step 1. Click start video Call

Step 2. Enter name, DOB and phone number when prompted



A screenshot of the 'Specialist Clinics' registration form. At the top, there is a 'Switch' button with a camera icon. Below it, the form asks for 'Patient/Client Name (the person this call is about)' with fields for 'First Name' and 'Last Name'. It then asks for 'Phone Number' (with a dropdown for 'Australia (+61)') and 'Date of Birth'. At the bottom, there is a checkbox for 'I accept the Terms of Use and Privacy Policy and acknowledge that Healthdirect uses cookies in accordance with its cookie policy.' and a 'Continue' button. A red arrow points from the 'Start video call' button in the previous screenshot to this form.

Step 3. You have now entered the specialist clinic virtual Waiting Area



A screenshot of the 'Specialist Clinics' virtual waiting area. It shows a 'Switch' button with a camera icon. Below it, the text says 'You have joined the call queue. You are now waiting for your consultation to begin.' There is a 'PAUSED' indicator and a music player interface with a play button and volume controls. At the bottom, there is a 'Leave the waiting area queue' button. A red arrow points from the 'Continue' button in the previous screenshot to this screen.

- Remain here until reception connects with you to confirm your identity and ensure all your information is up to date.

HOW SHOULD I PREPARE FOR A TELEHEALTH APPOINTMENT?

To get the best from a Telehealth consultation:

- Be ready 10 minutes before your appointment
- Avoid wearing any bright or reflective clothing to improve your visibility on camera
- Make sure the room is quiet and distraction free
- Speak clearly so your voice can be picked up by the microphone
- Look at the camera so you can achieve good eye contact with the specialist
- If you have a question or need help during the consultation, just ask.

WHAT IF I NEED AN X-RAY OR BLOOD TEST?

The same process applies for medical imaging and pathology, however the request forms will be mailed to your postal address (as they cannot be handed to you in person.)

WHAT HAPPENS IF THE CONNECTION IS LOST?

We will attempt to contact you by telephone.





WHAT IS TELEHEALTH?

Telehealth is a consultation between a patient and medical specialist using video conferencing technology.

WHAT HAPPENS DURING A TELEHEALTH APPOINTMENT?

You and the medical specialist will be able to see each other on the computer screen, at each end of the video consultation. As with any appointment, your spouse, partner or family friend can accompany you during the consultation if you wish.

At the start, everyone will introduce themselves and the purpose of the consultation will be explained. The specialist will speak with you and ask questions. You can ask questions of the specialist.

HOW DOES IT WORK?

Using a computer, iPad, smart phone or laptop you will go to the Bendigo Health website to connect to your specialist. When you arrive in the virtual waiting area, you will be welcomed by an administration clerk, who will ask you your name, date of birth, address, contact number and other relevant questions. We do this to ensure we have the right patient and the most up to date details.

WEBSITE HOW CAN I PROVIDE FEEDBACK ON MY VIDEO CONSULTATION?

We welcome feedback in order to improve our Telehealth services. At the end of your telehealth consultation you may be provided with a survey link. Please click on this link to let us know how you rated your experience.

Otherwise, please contact our reception staff who will provide you with a patient feedback form.

CONTACT US

TO CHANGE OR CANCEL A TELEHEALTH OR FACE-TO-FACE APPOINTMENT:

Specialist Clinics:

Telephone: (03) 5454 8896

ADDRESS

Bendigo Health
100 Barnard Street
(Access via Mercy Street)
Bendigo, Victoria, 3550
PO Box 126
Bendigo Victoria 3552

WEBSITE

www.bendigohelath.org.au/telehealth

TELEHEALTH

PATIENT INFORMATION

