




## מדריך למתחילים: איך להתחיל שיחת וידאו

אנחנו רוצים להקל עליך את התהליך של התחברות לשיחת וידאו:

Google Chrome (iOS, MacOS, Android, Windows) 

Microsoft Edge (iOS, MacOS, Android, Windows) 

Mozilla Firefox (iOS, Android, Windows) 

Apple Safari (iOS, MacOS) 



<https://www.thermh.org.au/telehealth>

התחברות

**1** **התחברות** **Start A Video Call**  
מסך ההתחברות, בו תוכלו להחליט האם רוצים להתחבר לשיחת וידאו.

**2** **התחברות** **אנחנו נמלא עבורך פרטים**  
התחברות לשיחת וידאו. אנחנו נמלא עבורך פרטים.

**3** **התחברות** **אנחנו נמלא עבורך פרטים**  
התחברות לשיחת וידאו. אנחנו נמלא עבורך פרטים.

**4** **התחברות** **אנחנו נמלא עבורך פרטים**  
התחברות לשיחת וידאו. אנחנו נמלא עבורך פרטים.

! **מהם חבלי ההתחברות? איך להתחבר לשיחת וידאו?**

<https://help.vcc.healthdirect.org.au/troubleshooting-guide>

התחברות

התחברות לשיחת וידאו

An interpreter will be available during your appointment.  
If you would like to cancel or reschedule your appointment  
call 03 93427393.

# Attending your appointment via a Video Call

## Telehealth with the Royal Melbourne Hospital

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:

<https://www.thermh.org.au/telehealth>

Or use this QR code to access the clinic waiting area:



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

#### ✓ A recent version of a supported web browser as shown overleaf:

- Google Chrome, Microsoft Edge, Mozilla Firefox or Apple Safari.

#### ✓ Web-camera, speakers and microphone (already built into laptops or mobile devices)

### 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?

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.

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



#### Smartphone & tablet users

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

## Get ready to make video calls



Make sure you use a recent version of one of the following browsers:

-  Google Chrome  
(Windows, Android, MacOS, iOS)
-  Microsoft Edge  
(Windows, Android, MacOS, iOS)
-  Mozilla Firefox  
(Windows, Android, iOS)
-  Apple Safari  
(MacOS, iOS)

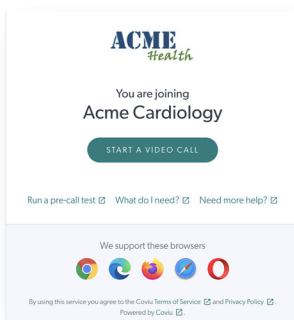


Go to

<https://www.thermh.org.au/telehealth>

1

Click the Start A Video Call button in the link provided, or on the health service's website.

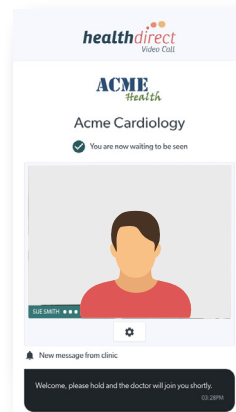


2

Enter name and details when prompted

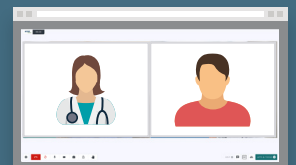
3

Enter the clinic's online Waiting Area



4

Clinician arrives and the consultation proceeds



### ! What do I do if something is not working?

- Go to <https://vcc.healthdirect.org.au/troubleshooting>

#### More information

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