通過視頻通話就診

Telehealth with the Royal Melbourne Hospital

在適當的情況下，您可以通過視頻通話進行在線諮詢

視頻通話和電話一樣方便，並具有面對面交流的附加價值。

它可以幫您節省時間和金錢，使您的醫護離家更近。

▶ 我應該去哪裡就診？

就診請訪問：

https://thermh.org.au/telehealth

或使用此二維碼進入診所等候區：

您無需出去就診，而可以在線上進入診所的等候區。
您到達時會通知健康服務處，您的臨床醫生會在準備就緒時加入。 無需創建帳戶。 您輸入的信息不會被儲存。

✓ 我需要些什麼進行視頻通話？

✓ 良好的互聯網連接
如果您可以在線觀看視頻
（例如YouTube），您就可以進行視頻通話

✓ 照明良好的隱私區域，讓您在就診期間不會受到打擾

✓ 其中一種網絡瀏覽器的最新版本，如背面所示。
- Google Chrome, Microsoft Edge, Mozilla Firefox 或 Apple Safari

✓ 網絡攝像機、揚聲器和麥克風
（已經內置在手提電腦或流動設備中）

查看背頁有關如何進行視頻通話的更多資訊。

🔒 安全嗎？

視頻通話是安全的；您的私隱受到保護。您擁有自己的私人視頻室，只有經過授權的臨床醫生才能進入。

$ 視頻通話的費用是多少？

視頻通話是免費的（互聯網使用除外）。但是，仍需支付醫療諮詢的常規費用（如果有）。

📶 我將使用多少互聯網數據？

等待臨床醫生加入時，您不會使用任何數據。

視頻諮詢使用的數據不到您以高清晰度*觀看YouTube視頻時使用數據的一半。

在低速互聯網連接上，或者在使用性能較低電腦、平板電腦或智能手機時，數據使用量會減少。這些因素也會降低通話的整體質量。

當呼叫中有兩個以上的參與者時，數據使用量會增加。

📱 智能手機和平板電腦用戶
如果可以，請連接到家庭或公司的Wi-Fi網絡，以避免使用流動數據配額。

*   *在20分鐘的通話時間中，流動設備大約需要230 MB，而個人電腦大約需要450 MB，這類似於Skype®或Facetime®通話。*

準備進行視頻通話

確保您使用以下其中一種瀏覽器的最新版本。

Google Chrome
(Windows, Android, MacOS, iOS 14.3+)

Apple Safari
(MacOS, iOS)

Mozilla Firefox
(Windows, Android, MacOS, iOS 14.3+)
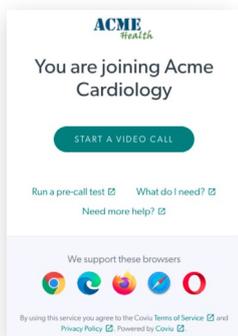
Microsoft Edge
(Windows, Android, MacOS, iOS 14.3+)

前往： https://thermh.org.au/telehealth

1
點擊所提供的鏈接中或醫療服務網站上的"開始視頻通話（Start A Video Call）"按鈕。

2
在提示時輸入姓名和詳細信息

3
進入診所的在線**等候區**
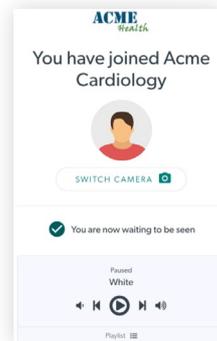
4
臨床醫生到達，就診開始
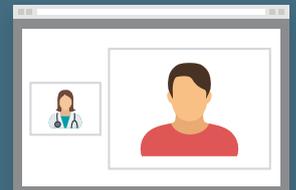
！ 如果出現故障怎麼辦？

- 前往 **https://vcc.healthdirect.org.au/troubleshooting**

更多資訊

An interpreter will be available during your appointment.

If you would like to cancel or reschedule your appointment

call 03 93427393.

healthdirect
Video Call

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://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 one of these Web Browsers as shown overleaf:**

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

✓ **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

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

Google Chrome
(Windows, Android, MacOS, iOS 14.3+)

Apple Safari
(MacOS, iOS)

Mozilla Firefox
(Windows, Android, MacOS, iOS 14.3+)
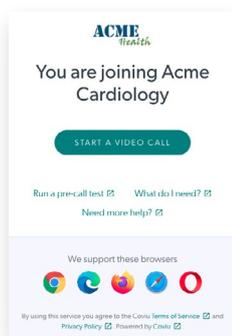
Microsoft Edge
(Windows, Android, MacOS, iOS 14.3+)

Go to   https://thermh.org.au/telehealth

1 Click the Start A Video Call button in the link provided, or on the health service's website.
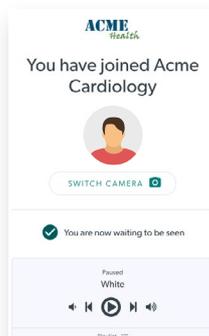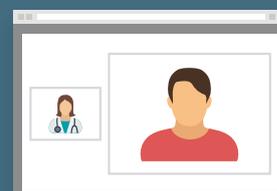
2 Enter name and details when prompted

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

An interpreter will be available during your appointment.

If you would like to cancel or reschedule your appointment

call 03 93427393.

*health*direct
Video Call