

Freastal ar do choinne trí fhísghlao

Telehealth with the Royal Melbourne Hospital

Más iomchuí, is féidir leat do chomhairliúchán a bheith agat ar líne trí fhísghlao

Seirbhís atá chomh háisiúil leis an nguthán is ea an físghlao, ina bhfuil luach breise na cumarsáide duine le duine.

Is féidir leis am agus airgead a shábháil ort agus tugann sé do chuid cúraim níos gaire don bhaile.



➤ Cá rachaidh mé chun freastal ar mo choinne?

Chun freastal ar do choinne, téigh chuig:

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

Nó úsáid an cód QR seo chun rochtain a fháil ar limistéar feithimh na clinice:



Seachas taisteal chuig do choinne, rachaidh tú isteach i limistéar feithimh na clinice ar líne. Cuirfear an tseirbhís sláinte ar an eolas nuair a shroichfidh tú agus tiocfaidh do chliniceoir isteach nuair a bheidh tú réidh. Níl aon ghá cuntas a chruthú. Ní stórálfar aon fhaisnéis a chuireann tú isteach.

✓ Cad a theastaíonn uaim chun físghlao a chur?

✓ Nasc maith leis an idirlíon.

Más féidir leat breathnú ar fhíseán ar líne (m.sh. ar YouTube), tá tú in ann físghlao a chur

✓ Limistéar príobháideach dea-shoilsithe nach gcuirfear isteach ort ann le linn an chomhairliúcháin.

✓ Leagan a eisíodh le déanaí de bhrabhsálaí gréasáin a dtacaítear leis, mar a thaispeántar ar an leathanach eile:

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

✓ Ceamara gréasáin, callairí agus micreafón (a bhíonn ionsuite i ríomhairí glúine nó i ngléasanna móibíleacha cheana)

🔒 An bhfuil sé slán?

Is seirbhís shlán é an físghlao; bíonn do phríobháideacht faoi chosaint. Bíonn d'fhís-sheomra príobháideach féin agat, nach féidir ach le cliniceoirí údaraithe dul isteach ann.

💰 Cé mhéad a chosnaíonn an físghlao?

Tá an físghlao saor in aisce (gan do chuid úsáide idirlín san áireamh). Mar sin féin, bíonn na gnáthchostais – más ann dóibh – a bhaineann le comhairliúchán leighis i bhfeidhm fós.

📶 Cé mhéad sonraí idirlín a úsáidfídh mé?

Úsáideann an físchomhairliúchán níos lú ná leath na sonraí a d'úsáidfeá agus tú ag breathnú ar fhíseán YouTube in Ardghléine.*

Is lú an úsáid sonraí ar nasc idirlín arb ísle a luas nó ar ríomhaire, táibléad nó fón cliste nach bhfuil chomh cumhachtach sin. Féadfar cáilíocht fhoriomlán an ghlaio a laghdú de bharr na dtoisc sin freisin. Méadaítear an úsáid sonraí nuair a bhíonn níos mó ná beirt rannpháirtí sa ghlaio

* Is ionann glao 20 nóiméad, atá cosúil le FaceTime®, agus thart ar 230 MB ar ghléas móibíleach nó 450 MB ar ríomhaire



Úsáideoirí fón chliste agus táibléid

Más féidir, ceangail le líonra Wi-Fi sa bhaile nó san obair chun nach n-úsáidfídh tú do liúntas sonraí móibíleacha.

Bí réidh le físghlaoanna a chur



Cinntigh go bhfuil leagan a eisíodh le déanaí de cheann de na brabhsálaithe seo a leanas in úsáid agat:

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

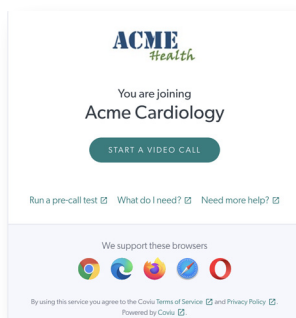


Téigh chuig

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

1

Cliceáil an cnaipe “Tosaigh Físghlao” sa nasc a chuirfear ar fáil nó ar shuíomh gréasáin na seirbhíse sláinte.

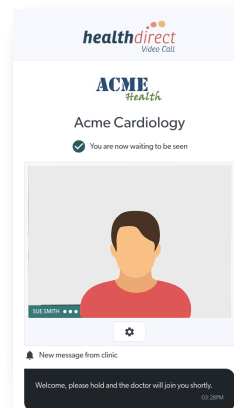


2

Cuir isteach d’ainm agus do shonraí nuair a iarrfar ort iad

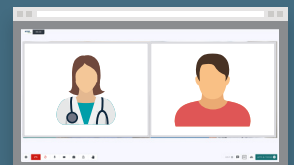
3

Téigh isteach i limistéar feithimh ar líne na clinice



4

Tiocfaidh an cliniceoir isteach agus tosóidh an comhairliúchán.



Cad a dhéanfaidh mé mura bhfuil rud éigin ag obair?

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

Tuilleadh Eolais

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)

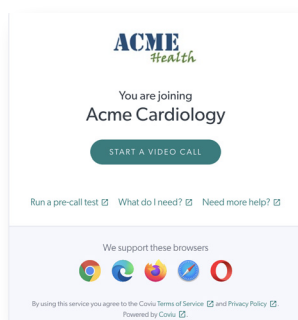


Go to

<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

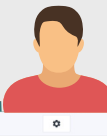
ACME Health
Acme Cardiology

Complete the following details for the person this call is about, then press Continue

First Name* Last Name

Phone Number*

* required fields

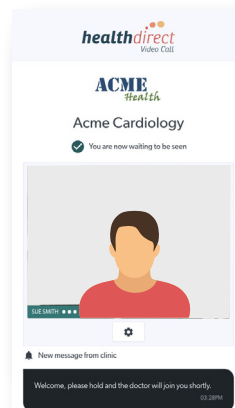


By clicking "Continue", you accept the Terms of Use and Privacy Policy and acknowledge that healthdirect uses cookies in accordance with its Cookie Policy

CONTINUE

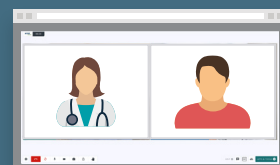
3

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.