

Kau atu ki ho'o 'apoinimeni 'i he Telefoni Vitiō

Telehealth with the Royal Melbourne Hospital

Kapau 'oku totonu, 'e lava ke fai ho'o talatalanoa 'i he 'initaneti 'o fakafou 'i ha telefoni vitiō

Ko e telefoni vitiō 'oku faingofua pe 'o hange ko e telefoni, pea tanaki atu ki ai 'a e mahu'inga 'o e fetu'utaki fesiofaki.

'E lava ke fakahaofi ai ho taimi mo e pa'anga, pea 'omi ho'o tokanga'i 'o ofi ange ki 'api.



Teu 'alu ki fe keu kau ki he 'eku 'apoinimeni?

Koe'uhi ka ke 'alu ki ho'o 'apoinimeni, 'alu ki he:

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

Pe ngaue'aki 'a e kouti QR ko 'eni ke a'u ki he 'elia talitali 'i he kiliniki:



'I he 'ikai ke ke folau ki ho'o 'apoinimeni, 'oku ke hū pe ki he 'elia tatali 'o e kiliniki 'i he 'initaneti. 'Oku fakahā ki he ngāue fakafaito'o 'a ho'o a'u mai, pea 'e kau atu ho'o toketaā 'i he taimi 'oku ne maau ai. 'Oku 'ikai fiema'u ke fa'u ha 'akauni. 'Oku 'ikai tauhi 'a e fakamatala 'oku ke fakahu mai.

✓ Ko e hā e me'a 'oku ou fiema'u ke fakahoko 'aki ha telefoni vitiō?

✓ Ko ha fehokotaki lelei ki he 'initaneti.

Kapau 'oku ke lava 'o vakai ki ha vitiō 'i he 'initaneti (e.g. YouTube) 'oku ke lava 'o fakahoko ha telefoni vitiō

✓ Ko ha 'elia fakafaito'ituitui, pea 'oku lelei hono maama 'a ia 'e 'ikai ke fakahoha'asi ai koe 'i he lolotonga 'a e talatalanoa

✓ Ko ha tatau kimui ni 'o ha polokalama uepisaiti kuo fakahaa'i 'i he peesi hoko:

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

✓ Me'afaitā 'i he 'initaneti, ngaahi me'alea pea mo e me'a fakaongolea

('oku 'osi fokotu'u 'i he ngaahi komipiuta pe ngaahi telefoni to'oto'o)

🔒 'Oku malu nai?

Ko e ngaahi vitiō telefoni 'oku malu; 'oku malu'i ho'o fakapulipuli. 'Oku 'i ai ho'o loki vitiō fakafaito'ituitui, 'a ia ko e kau toketa pe kuo fakangofua 'e hū ki ai.

💰 'Oku fiha 'a e totongi ki ha telefoni vitiō?

Ko e telefoni vitiō 'oku ta'etotongi (tukukehe 'a ho'o ngāue'aki 'a e 'initaneti). Neongo ia, 'oku kei ngaue'aki pe 'a e ngaahi fakamole angamaheni – kapau 'oku 'i ai – 'o ha talatalanoa fakafaito'o.

📶 Ko e hā e lahi 'o e teita 'initaneti te u ngaue'aki?

Ko e talatalanoa vitiō 'oku ne ngaue'aki 'a e si'i ange 'i he vaeua 'o e teita na'a ke mei ngaue'aki 'i he taimi 'oku ke vakai ai ki ha vitiō YouTube 'i he Tu'unga Ma'olunga*.

Ko e ngāue'aki 'o e teita 'oku si'i'i ange 'i he ngaahi fehokotaki'anga 'initaneti 'oku ma'ulalo ange 'a 'ene vave, pe kapau 'oku ke ngāue'aki ha komipiuta, tepileti, pe telefoni to'oto'o 'oku si'i'i'i ange 'a e mālohi. Ko e ngaahi me'a ko 'eni 'e lava foki 'o fakasi'i'i'i 'a e lelei fakalukufua 'o e telefoni. Ko e faka'aonga'i 'o e teita 'oku toe ma'olunga ange 'i he taimi 'oku 'i ai ha toko ua pe lahi ange 'i he telefoni

* Ko e 230 MB nai ia 'i ha telefoni to'oto'o, pea 450 MB 'i ha PC ki ha telefoni mini 'e 20, 'a ia 'oku hangē ia ko e FaceTime®.



Ko e kakai ngāue'aki 'o e telefoni to'oto'o & tepileti

Kapau 'oku ke lava, fakafehokotaki ki ha netiueka Wi-Fi 'i 'api pe 'i he ngāue ke 'oua 'e ngāue'aki ho'o fakangatangata 'i he teita 'o e telefoni.

Teuteu ke fakahoko ha ngaahi telefoni vitiō



Fakapapau'i 'oku ke ngaue'aki ha tatau ki mui ni 'o ha taha 'o e ngaahi polokalama ko 'eni:

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

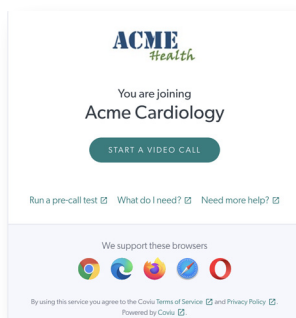


'Alu ki he

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

1

Lomi 'i he patoni e Kamata ha Telefoni Vitiō 'i he fehokotaki'anga 'oku 'omai, pe 'i he uepisaiti 'o e ngāue ki he mo'ui.

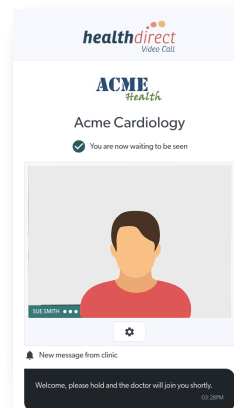


2

Fakahu ho hingoa mo e ngaahi fakaikiiki 'i he taimi 'oku kole ai

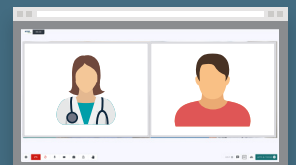
3

Fakahu 'a e 'Elia Talitali 'o e kiliniki 'i he 'Initaneti



4

A'u mai e toketaá pea 'oku hoko atu 'a e talatalanoa



Ko e hā 'eku me'a 'e fai kapau 'oku 'ikai ngaue ha me'a?

- 'Alu ki he <https://help.vcc.healthdirect.org.au/troubleshooting-guide>

Toe Fakamatala Fakalahi

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)

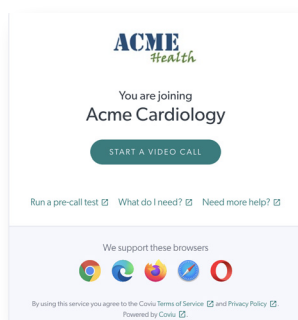


Go to

<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

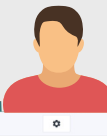
ACME Health
Acme Cardiology

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

First Name* Last Name

Phone Number*

* required fields

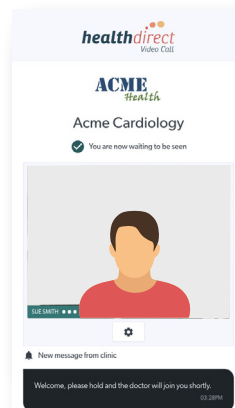


By clicking "Continue", you accept the Terms of Use and Privacy Policy and acknowledge that healthdirect uses cookies in accordance with its Cookie Policy.

CONTINUE

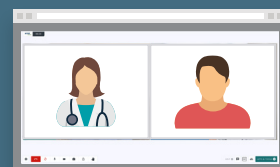
3

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.

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