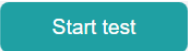


Accessing Video Call as a patient

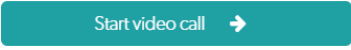
Requirements

- ✓ A good connection to the internet
- ✓ A private, well-lit room
- ✓ Current version of
 - Google Chrome web browser on a desktop, laptop (Windows or Mac) or Android phone, or
 - Safari web browser on an iPad or iPhone
- ✓ Camera, speakers and microphone (often already built into laptops and phones)

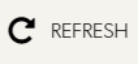
Test your setup

1. Start your browser and navigate to: <https://vcc.healthdirect.org.au/precall>
2. Click  to check your internet connection, sound and audio.
It is best to do this test at least one day before your actual appointment to test your equipment.


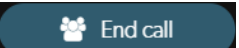
Start a call

1. Using Google Chrome, go to **<insert URL for your telehealth web page>**
2. Click the link for the service or clinic you are attending.
3. Click  at least a few minutes before the time set for the appointment, and
 - a. Ensure you **Allow** your camera and microphone when prompted
 - b. Complete the details for **the person the call is about** and include a phone number where you can be reached.
 - c. Check the box to Accept the Terms of Use and Privacy Policy, then click **Continue**
 - d. Ensure that everyone present is aware of the Important Information, then click **Continue**.
4. The clinician will do their best to be on time, but this is just like waiting in a waiting room.
5. This conversation should be a private one with your clinician – you can ask other staff to leave the room at any time

To refresh the call, if quality deteriorates

Click  (top left)

To end the call

Once you have completed your appointment with the clinician, click  (top left) – and select .