

# What you need to know about Telehealth

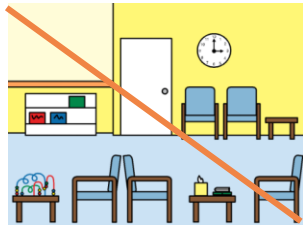
## What is Telehealth?



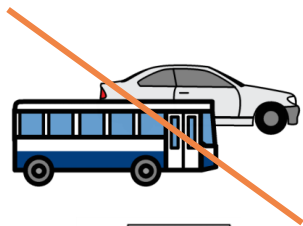
Telehealth is a way you can **see your <enter relevant health professional, e.g. doctor, counsellor>** from your home.

You have your appointment over the phone or by video.

You can speak to your **<health professional>** and see them on a screen.



You do not need to sit in a waiting room.



You do not have to travel.



Your doctor can write a prescription if you need one. Your doctor will send it to you or your pharmacy. **<remove if not applicable>**

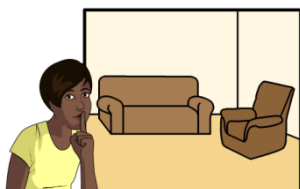


Your interpreter can join the appointment. Other people who are caring for you can also join.



What you say to your **<health professional>** is private. No one can join the appointment unless your **<health professional>** asks them.

## What you need for your Telehealth appointment



Find a place at home that is quiet and away from other people.



A laptop, computer, tablet or 'smart phone'. A 'smart phone' is a mobile phone with internet.

A good internet connection. If you can watch a YouTube video, you have a good internet connection.



Google Chrome or Safari on your laptop, computer, tablet or smart phone.

## Your appointment



Go to your quiet place ten minutes before your appointment

Screenshot of organisation's website (telehealth homepage)

Open Google Chrome or Safari if you are using your tablet, computer or laptop.

Go to [<enter organisations url>](#)

Screenshot

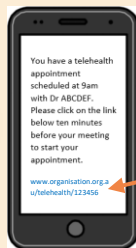
Add further details of process via website

Screenshot

Add further details of process via website

These steps are for clients using the service website to access Telehealth (i.e. using PC, laptop or tablet rather than mobile phone) - and assumes these clients received a letter from the service regarding their Telehealth appointment. Please delete this text box before finalising. You may delete this content if not applicable

OR

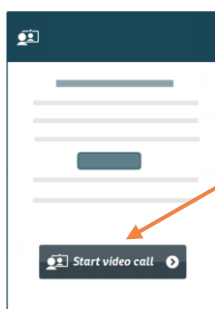


If [<organisation>](#) has your mobile phone number, they will send you a text message.

Just go to your quiet place ten minutes before your appointment.

Click on the link in the message.

You will not need to choose your service and you can use your smart phone for the appointment.



You will then see a screen that looks like this.

Click on **Start video call**

On the next screen fill in [your name, phone number, Medicare Card number, date of birth and address](#).

Click **Continue** at the bottom of the screen



You are now waiting for your appointment.



Your appointment will begin when your [<health professional>](#) is ready. You will see and hear them.

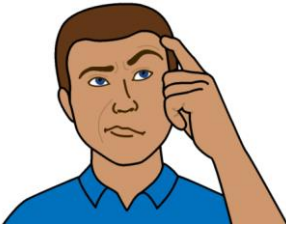
## How much does it cost?



The appointment is free.

You can use your internet data or connect to your WiFi (if you have it).

## What if something is not working?




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

You can also call  **<enter service number>**

## Need to change your appointment?



Call  **<enter service number>** and tell us that your appointment is a Telehealth call.

## Want more information?



Go to **<enter organisations url>**