

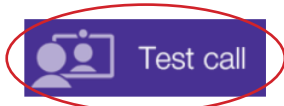
# Telehealth video appointment via Laptop or Computer with Djerriwarrh Health Services

PATIENT APPOINTMENTS - computers /mobile devices **If available ask family or friends for help**

## Prior to appointment - Please do a test call

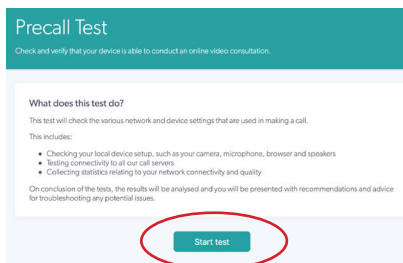
You can do a test call at any time, it is recommended you do it at least a day before your scheduled appointment. Do a test call to make sure it works for you on your device.



*Please try to use the same device for the test call as you will use for the appointment.*



Complete a test call when your appointment is booked again on the day of your appointment.

*This is to make sure your equipment works.*



1. Safari  on Mac Computers and iPhones and use Google Chrome  on all other computers/smart phone

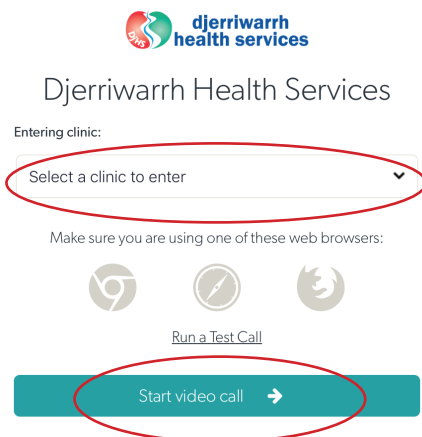
If you **don't already have Google Chrome**, do a web search for 'install chrome' and you will be directed to the correct version for your computer. There is no cost to download.

2. Type into search bar [www.djhs.org.au/patients-visitors/telehealth](http://www.djhs.org.au/patients-visitors/telehealth)
3. Press Test call button.
4. Press Start test to test your device

## On the day – Around the time of your booked appointment



1. Use Google Chrome  
Go to [www.djhs.org.au/patients-visitors/telehealth](http://www.djhs.org.au/patients-visitors/telehealth)
2. Start video call and follow the prompts
3. Select the name of your clinic specialty from the drop
4. Enter your name, and a phone number so we can contact you on at the time of the appointment if we need to (we normally don't need to call you).
5. You are then in the online waiting room – this is like being in the waiting room at Djerriwarrh Health Services.
6. We will then pick up your call when we are ready to start the appointment.



**Note:** your internet data is not being used until we start the call with you.