

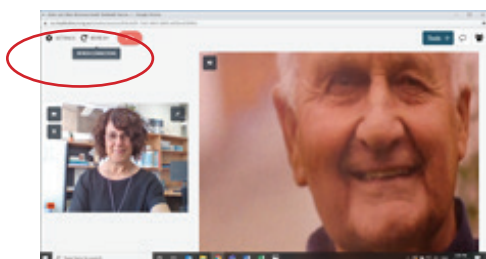
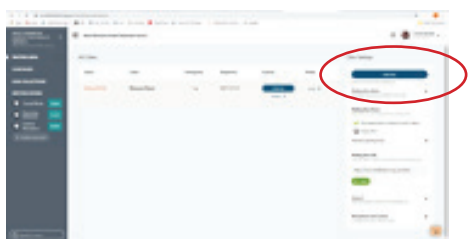
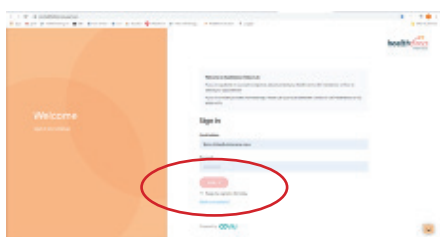
Telehealth video appointment via Laptop or Computer with Djerriwarrh Health Services

DjHS STAFF LEADING THE TELEHEALTH CONSULT

Prior to appointment - Please do a test call

- Do you have a telehealth logon?** You will have received a request e-mail linking you to a clinic. Using the link in the e-mail you will need to create an account using your DjHS e-mail address.
- Do you know where you will run the telehealth from?**
Contact your manager if you have not received an e-mail with a link to create an account
Contact your manager to confirm a room and suitable device.

On the day – Please prioritise telehealth appointments - **these must run on time**



1. Get ready

- Use a suitable computer or device
- Open Google Chrome (computer, laptop, android phone, tablet) or Safari (iPad, iPhone, Mac)
- Go to <https://vcc.healthdirect.org.au/login>

2. Connect with patient (and or other DjHS team member)

- Use your logon to healthdirect Video Call
- Go to the online Waiting Area for your clinic. Refer to iPM or clinic list to determine the next and click **“Join Call”** for your patient

3. Essential troubleshooting

- a. Ensure you are using either Google Chrome or Safari Browser.
- b. **Refresh** (top left once you are in the call) is a quick fix for many problems.
- c. If you are having audio problems, use the screen for video and call them on the phone for audio.

Where to get help:

1. Please contact your manager
2. Technical and computer problems contact DjHS IT department.
3. Health Direct Service Desk

DjHS IT

BH: Mon - Fri 8.00am – 4.30pm
Phone: (BH) 03 536 79675
(AH) 03 536 79603

Health Direct

BH: Mon - Fri 8.00am – 6.00pm
videocallsupport@healthdirect.org.au
Phone: (BH) 02 8069 6079 **(AH)** 02 9263 9050