

Preparing for a virtual appointment

Telehealth allows healthcare providers, patients and carers to access and manage care virtually using technology. This is a user guide for patients attending an appointment via telehealth.

Attending the appointment

Your telehealth appointment will happen exactly as it would in person. The platform is secure and your privacy is protected.

You can attend virtually using:

- a desktop or laptop computer (PC or Mac) using Google Chrome
- a device such as smartphone (mobile) or tablet. Apple and Android devices are suitable. You may also choose to download the Pexip Infinity Connect app.

There are no additional fees for using telehealth, except for your internet or phone usage. A 15 minute consultation uses approximately 130 megabytes (Mb) of your data download.

See page 2 for detailed instructions on how to connect.

Preparing for your appointment

Check that you have:

- a private, well-lit area where you will not be disturbed
- a device connected to the internet with a camera (webcam), speaker and microphone (these features are internal to most laptop and mobile devices)
- a good internet connection (at least 0.4Mbps for download and upload – see www.speedtest.net).

Troubleshooting

- Check that you have entered the correct Conference ID (VMR number).
- If the clinician can't see you, ensure you have selected the correct camera from the settings.
- If the clinician can't hear you, ensure your microphone is not on mute and your microphone is enabled.
- If you can't hear the clinician, check that the sound on your device is not too low and the volume is turned up.

Testing before the appointment

It is recommended that all patients conduct a test call to identify and resolve any connection issues. Your clinic contact can provide support.

Using a computer with the Google Chrome web browser



Use Google Chrome on your device. If you do not have Chrome, it is recommended that you download and install it (free).

1. Go to the following website:
conference.meet.health.nsw.gov.au/webapp

The landing page should look like this:



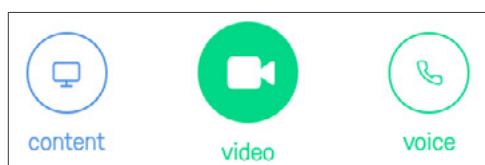
2. Type your full name into the name box and click continue.

The words you enter here will be displayed so the clinician can identify you.

3. You will see your image in the next screen and when you speak a green bar will move below the image.

This confirms that both your sound and camera are working.

4. Select the green video button



5. Type the Virtual Meeting Room (VMR) number provided to you into the 'Search to call' box in the top right. Click the video camera icon to connect.

Your VMR number can be found on your appointment letter.

6. Click the green 'Join' button.

No PIN is required (this box can be left blank).

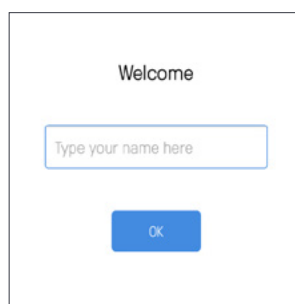
7. You will be taken into a virtual waiting area to wait for your clinician.

Using a device such as smartphone (mobile) or tablet



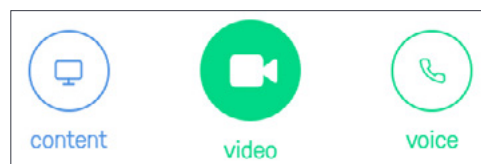
You need to have the Pexip Infinity Connect application (app) installed on your device. You can download the free app from the Google Play (Android) or Apple store.

1. The first time you use the app, you will see a welcome screen. Enter your full name. This will be displayed so the clinician can identify you.



2. When you log into the app, you will see:

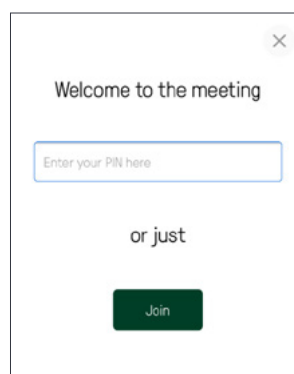
- Your own image in the video window
- And three options to connect: content, video and voice.



3. Select the green video button

4. Click on the 'Search to Call' box and enter the Virtual Meeting Room (VMR) number followed by @conference.meet.health.nsw.gov.au (Your VMR number can be found on your appointment letter. Example: XXXXX@conference.meet.health.nsw.gov.au)

5. Click the green 'Join' button. No PIN is required (this box can be left blank).



6. You will be taken into a virtual waiting area to wait for your clinician.