

# How to use telehealth with Alfred Health

## Travel a long way?

Telehealth appointments are now being offered in many Alfred Health clinics and programs.

This means you could attend your appointment via online video call in your own home or from a local GP or health service.



If you live interstate or in rural or regional Victoria, ask your specialist whether telehealth may be a suitable option for your next consultation.

## How telehealth works

A telehealth appointment is just like any other outpatient appointment at Alfred Health, except you will be speaking to your specialist online via a video call.

If you need support or don't have the right technology, you may be able to take part in the appointment at your GP or local health service.



If you live in a residential care facility, please speak with your family, nurse or carer about your options.

## What do I need?

Telehealth is private, secure, and easy to use. **You can use most laptops, desktop computers, tablets, or smartphones.** To get started, you will need:

- A reliable internet connection
- A private space
- Web-camera, speakers and microphone (plug in or built in)
- Up to date Google Chrome or Safari web browser



## Getting started

To start your telehealth appointment, go to the Alfred Telehealth website

**[www.alfredhealth.org.au/telehealth](http://www.alfredhealth.org.au/telehealth)**

Press the 'start video call' button, select your clinic, and wait for your clinician to pick up the call.



For more information, please visit our website or speak with your specialist.

**[www.alfredhealth.org.au/telehealth](http://www.alfredhealth.org.au/telehealth)**

## Checking your equipment works



One week before your appointment, we recommend **pressing the 'Test Call' button on the Alfred Telehealth website** to check whether your equipment (such as web-camera and speakers) and internet connection are working well.

If you experience any issues, troubleshooting resources are available on our website.

## Starting a video call on the day of your telehealth consultation



1. Please open an up-to-date version of either:
  - Google Chrome, if you are using a desktop/laptop (Windows or MacOS) or an Android tablet/smartphone
  - Safari web browser, if you are using an Apple desktop or laptop (Mac OS), or iPad/iPhone
2. Go to [www.alfredtelehealth.org.au/telehealth](http://www.alfredtelehealth.org.au/telehealth)



3. **Press the Start Video Call button**
4. Choose your clinic and then follow the prompts
5. Enter your name and start the call
6. Your clinician will pick up your call when they become available

Note: Your internet data is not being used while you wait.

## Attending your appointment at a GP or local health service



You can also have a telehealth appointment with us via your GP, local health service, or residential aged care facility.

- Ask whether they have the technology to support telehealth video consultations
- Make sure you have the same time listed for both appointments (e.g. local GP and Alfred Health).

Note: delays can be experienced in busy clinics.