

How to use Telehealth at Alfred Health

Your Services

Telehealth (Video call) Services



Telehealth (video call) appointments are offered by many Alfred health services.



Watch

How to access your Telehealth appointment instructional video

Scan me

Scan the QR code with the camera on your phone or go to

https://youtu.be/W_hrZGdk0EU

Telehealth (Video call) appointments are offered by many Alfred Health clinics and programs. You can attend the appointment in your home, health service or at a local GP.

What is Telehealth?

A telehealth appointment is like any other outpatient appointment at Alfred Health, except you will be speaking to your clinician 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 telehealth options.

What do I need?

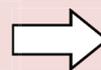
You can use most **laptops, desktop computers, tablets, or smartphones**. To get started, you will need:

- A safe, quiet and private space.
- A reliable internet connection.
- Web-camera, speakers and microphone (plug in or built in).
- Google Chrome or Safari web browser – we recommend using the latest version for the best video calling experience.

Before your appointment

Prior to your appointment, we recommend running a 'Test Call' to check your connection. To run a test call, click on the 'Test Call' button on the Alfred Health Telehealth Webpage and click on 'Start test'.

Click on



Test call

If you encounter any problems, please access [Setup & Troubleshooting Guide](#) on Alfred Health Telehealth webpage or contact the Telehealth team **(03) 9076 3302**.

It is recommended completing additional test calls close to or on the day of the appointment to avoid difficulties for your consultation.

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Contact information

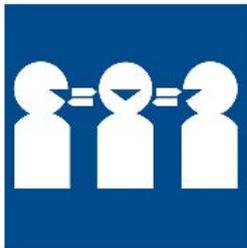
Telehealth

Monday to Friday
8.00am to 4.30pm
Phone: 03 9076 3302
Email:
telehealth@alfred.org.au

55 Commercial Road,
Melbourne VIC 3004
T 03 9076 2000
alfredhealth.org.au
Further information:

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

If you would like to provide feedback or request a copy of this information in a different format, contact us at patient.info@alfred.org.au



On the day of your appointment

- Log in 10 minutes prior to your appointment.
- Select the correct clinic and fill in your details.
- Follow the prompts until you enter the online waiting area.
- The waiting area music is a key indication that you have successfully entered the online waiting area.

For a successful telehealth video call appointment

- Please log in at least 10 minutes prior to your appointment time for the clinic staff to check you in.
- Occasionally, the clinics in the hospital may experience some delays and there may be a wait before a clinician answers your call.
- The hospital staff can send you notifications to communicate any known delays. Please check the waiting area screen for notifications.

You can attend your telehealth video call with Interpreter assistance.

- Interpreters can assist the communication between you and your healthcare team and is free of charge.
- If you require an interpreter, kindly contact the hospital prior to your appointment.

You can attend your telehealth video call appointment via a 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.

Step by Step guide to use Telehealth

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On the day of your telehealth consultation, follow this easy guide to join the online waiting area at Alfred Health.



Step 1: Please open an up-to-date version of either:

- **Google Chrome** for Android tablet, smartphone, desktop.
- **Safari Browser** for Apple phone, laptop, desktop or iPad.

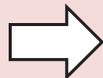
Step 2: Go to

www.alfredhealth.org.au/telehealth or search for 'Alfred Health Telehealth' and enter the main Alfred Health Telehealth web page.

Click on 



Step 3: Click on 'Test Call' to check your equipment and internet connection. After the test, if no issues are detected, close the test call window.

Click on 

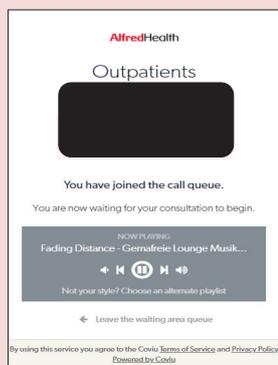


Step 4: Click on the 'Start Video Call' button.



Step 5: Select your clinic and follow the prompts. If you cannot locate your clinic in the list, click on 'Clinic not listed'.

Step 6: After selecting the clinic, please click 'Allow' to provide access to your camera and microphone.



Step 7: Fill in all your details, review and check the box accepting the Terms of use and Privacy policy and click on 'Continue'.

Step 8: You have now entered the **online waiting area**. Your clinician will pick up your call when they become available.

If issues arise with any of these steps, please contact the **Telehealth team (03) 9076 3302**.
Operating hours: Mon- Fri (8am to 4.30pm)