

How to use telehealth with headspace Youth Health Clinic: A guide for young people

How telehealth works

A telehealth appointment is like a face to face medical appointment, except you will be speaking to your Doctor or Nurse remotely.

Telehealth medical appointments can be done by phone or video call. If you need support, don't have the correct technology or require certain medical care, you can still request a face to face medical appointment at headspace Youth Health Clinic Dandenong or Narre Warren.

Advantages of telehealth consultation

Every situation is different however a telehealth appointment may be useful in the following circumstances

- Cannot travel to or attend a headspace centre
- Your medical care can be provided by phone or video call e.g. repeat script, counselling, medical certificate

If you are unsure whether a telehealth appointment is right for you please speak to your Doctor or Nurse

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 for telehealth via video call you need:

- Reliable internet connection
- Web-camera, speakers and microphone
- Current Google Chrome or Safari browser
- A private and quiet space



Before you telehealth appointment

Ensure you:

- charge your phone
- have access to a quiet, well lit and private room to complete the phone or video call from
- have somewhere to write down notes

Check your equipment (video call only)

One day before your appointment we recommend you check whether your equipment and internet connection are working well by:

1. Open the current version of either:



Google Chrome, if using a computer (Windows or MacOS) OR an Android tablet/smartphone

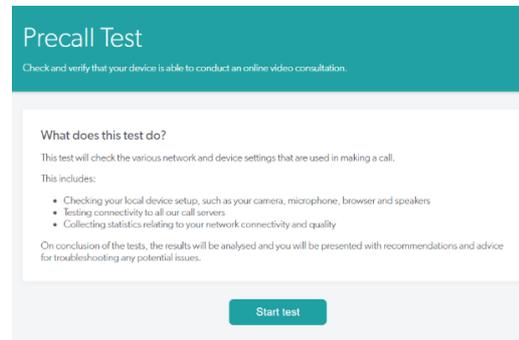
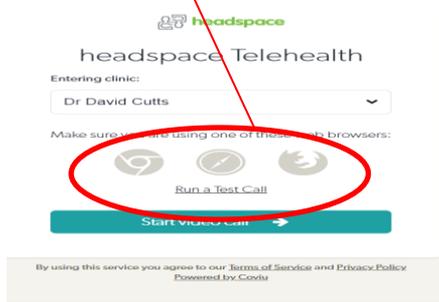


Safari web browser, if you are using an Apple computer OR iPad/iPhone

2. Go to either (the link that was sent to you)

<https://vcc2.healthdirect.org.au/hsdandy> OR <https://vcc2.healthdirect.org.au/hsnw>

- Click on “Run a Test call” (just above “start video call” button). This will open a new tab, “Precall Test” which provides an explanation of what will be tested.



- Click on “Start Test” button. A new tab on your browser will open to complete the test. The results/details will be displayed once test is finished. If something is wrong go to <https://vcc.healthdirect.org.au/troubleshooting>

The day of your telehealth appointment

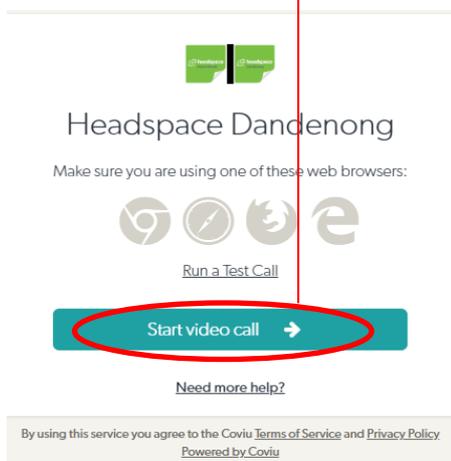
Phone appointment

Wait for the Doctor or Nurse to ring you. Please note the Doctor or Nurse may be running late and your phone will indicate No Caller ID

Video Call appointment

headspace Youth Health Clinic will have sent you a URL link prior to your appointment

- 10 minutes before your appointment is scheduled open a new tab in Google Chrome or Safari and paste in the link that was sent to you. This window will appear (headspace Dandenong or Narre Warren).
- Click on “Start video call” This will take you to a **call set up page**. Enter your name and contact details fields (this helps us identify you), click on the tick box for Consent for Medicare Billing. Check that you have understood the **terms and conditions** and click “Continue”.



- The “Important information” page will appear. Please read and then select “Continue”

Important Information

In the event of an emergency, please call 000 (Triple O) for urgent care or go to your nearest hospital emergency department.
 Please advise staff if you are not at your home address at the time of the call as your location may need to be known in the event of an emergency.
 Please ensure you are in a private and quiet location.
 Please advise staff and introduce anyone who is attending the video call with you.
 Recording of the video call is not permitted.
 Some patient appointments may take longer than others, which may lead to longer wait times.

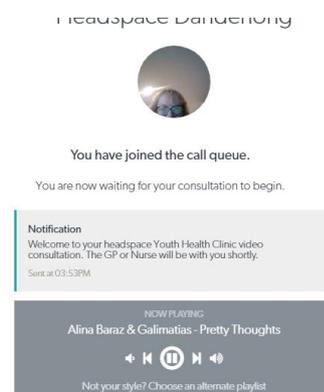


- You will see yourself (thumbnail size) on screen, a message to say you have joined the call queue and a welcome message under Notification.**

You will hear music playing while you wait (you can select different music genres or stop it from the grey boxed area).

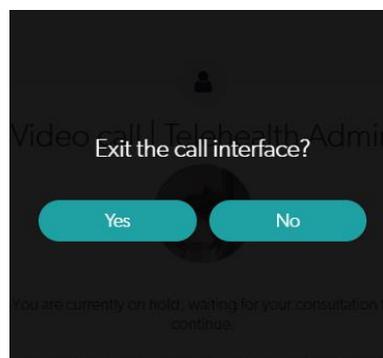
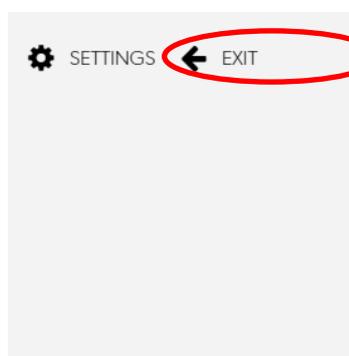
Your practitioner will receive notification that you are in the waiting room and will bring you into the call when they are ready to start the appointment.

You may also receive a personalised message from your Doctor or Nurse such as Hi, I am running 10 minutes late



Ending your Video Call appointment

- At the end of the call, click “Exit” in the top left hand corner. Then select “Yes” to complete the process.**



- You will be prompted to rate the quality of the call with a thumbs up or down.**

Other things to know about telehealth video calls

How much does a video call cost?

The video call is free (except for your internet usage)

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition*. Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call. Data use increases when there are more than two participants in the call

**That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to Skype® or FaceTime®.*

Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room that only authorised clinicians can enter.

There is no need to create an account and no information you enter is stored.