Guide to Telehealth Services

Prior to telehealth

Before your telehealth appointment, you must complete your hAPI Survey. To complete this survey, please click on the link below. If you have any troubles accessing the survey or require assistance, please contact the centre on **(03) 5021 2400.**
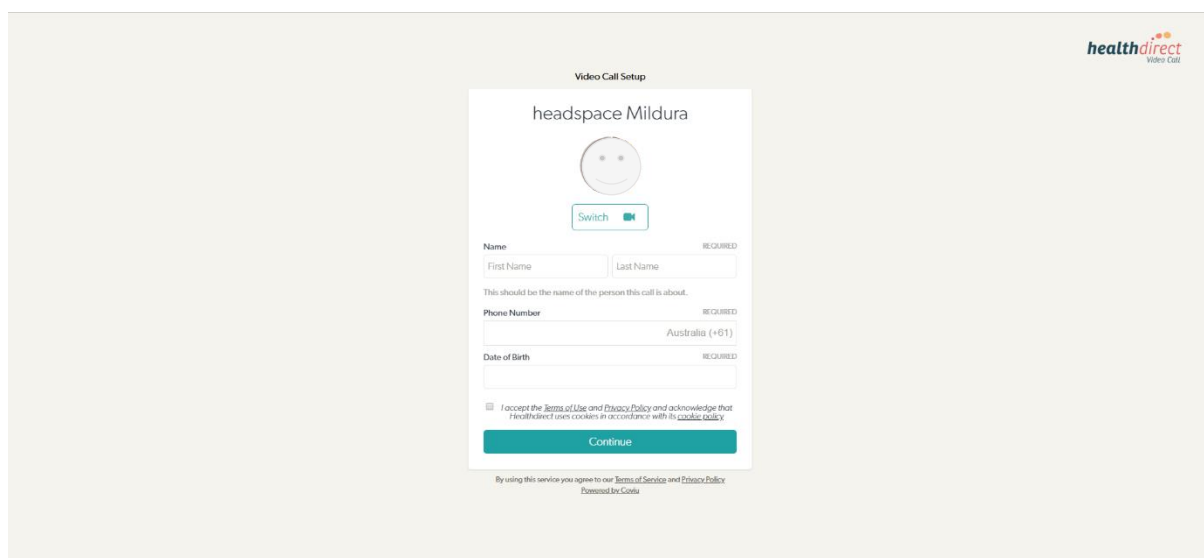
https://hapi.headspace.org.au/login/young_person

Login and support

1. To access telehealth services, please click on the following link: https://vcc.healthdirect.org.au/t/headspacemildura/join

2. Click on the 'Start telehealth' button, and you will be redirected to the login page *(Ensure that the tab is opened in Google Chrome as other severs are not supported)*.

3. Click on the 'Start video call' button:
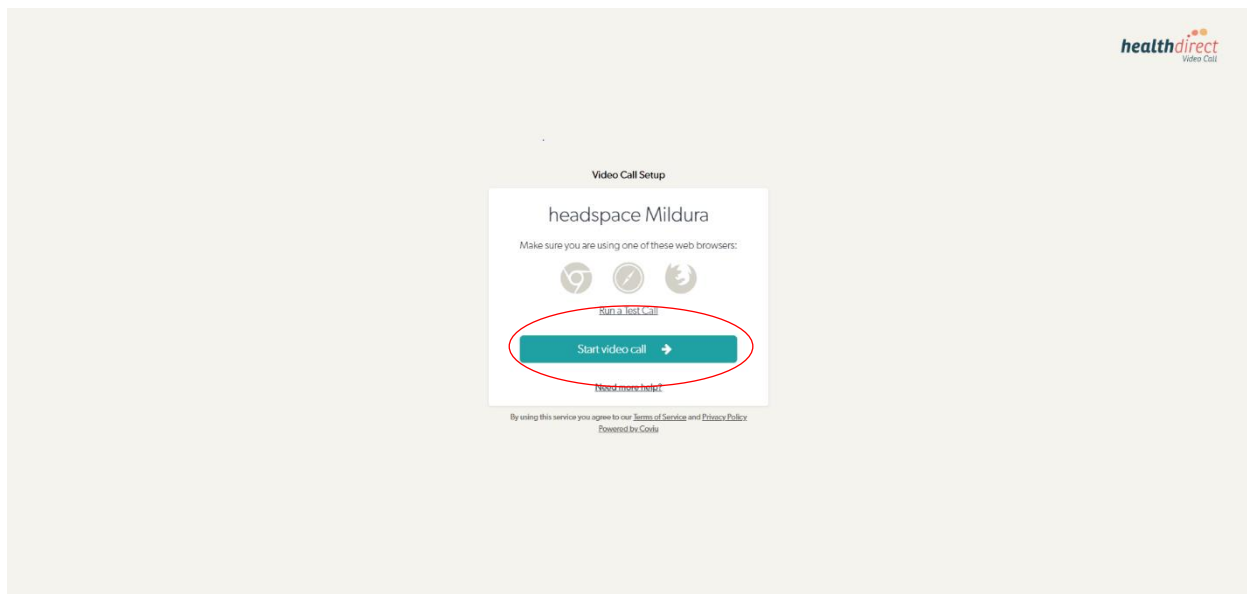
4. In the video call setup page, you will be required to fill out the following information; First Name, Surname, Phone number and Date of Birth. Click Continue to progress:

5. Read the information provided on the 'Important Information' page and click on 'continue':

Important Information

In the event of an emergency, please call 000 (Triple 0) for urgent care or go to your nearest 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 introduce anyone who is attending the call with you.

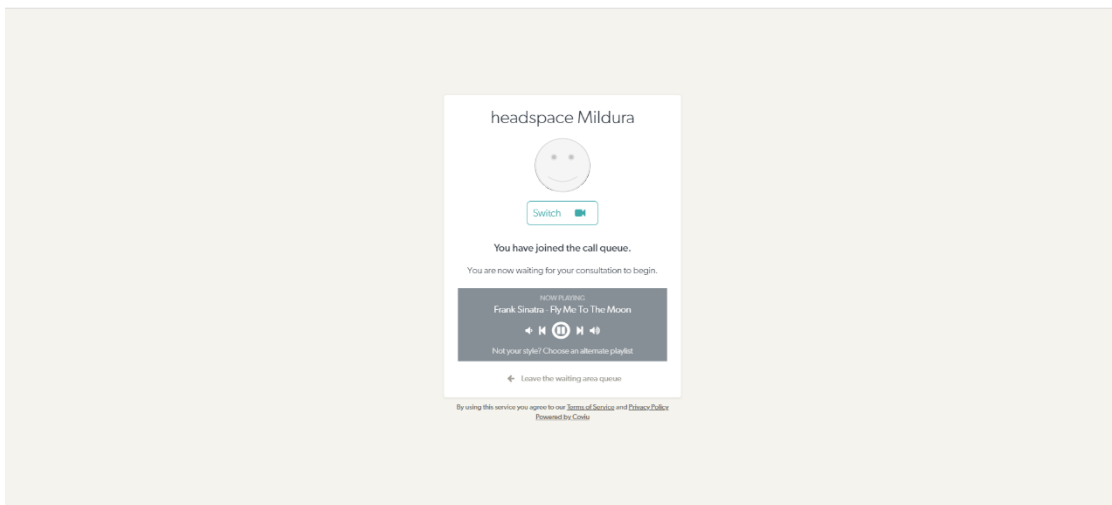No one is permitted to record the call without consent.

Some client appointments may take longer than others, which may lead to longer wait times.

If you experience any issues, simply click the "Refresh" button or contact us on 5021 2400.

Cancel   Continue →

6. You will be placed in the waiting room, while you wait for the clinician to link in:

headspace Mildura

Switch ◼

You have joined the call queue.

You are now waiting for your consultation to begin.

NOW PLAYING
Frank Sinatra · Fly Me To The Moon

Not your style? Choose an alternate playlist

← Leave the waiting area queue

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7. When the clinician has linked in, you will be able to begin the session. There are additional functions that you or the clinician may choose to use, see appendix 1.
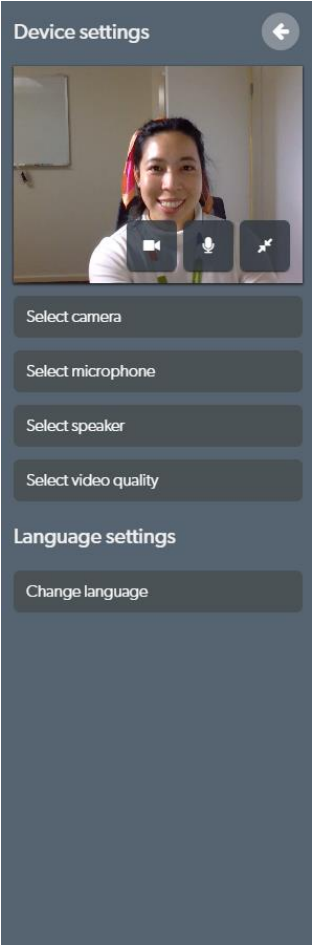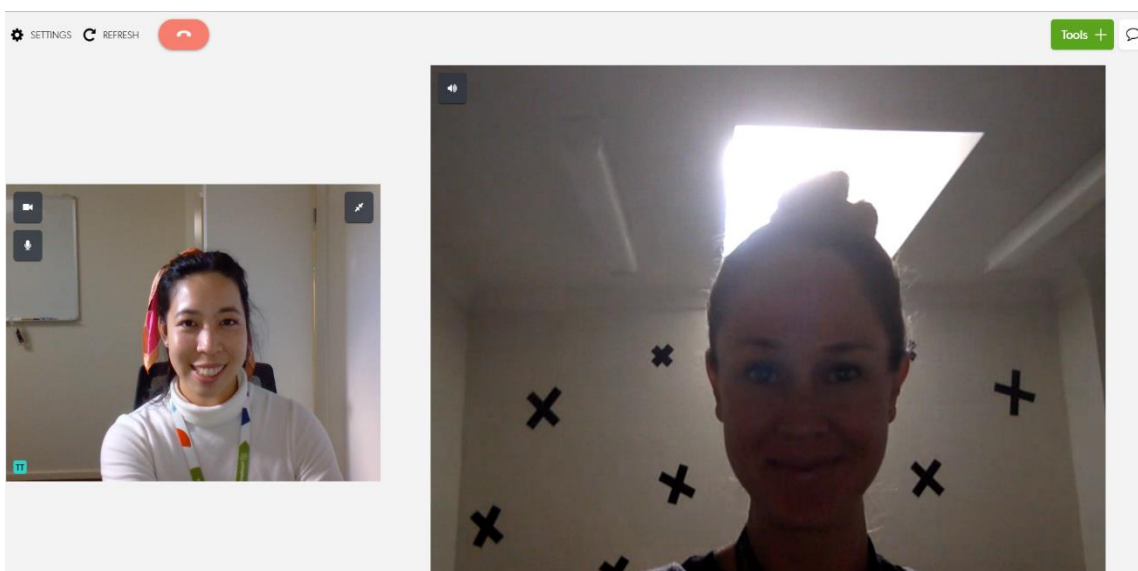
8. When you have finished the session, to exit the call, press the red 'Hang up' button and click on the desired button to confirm the action:
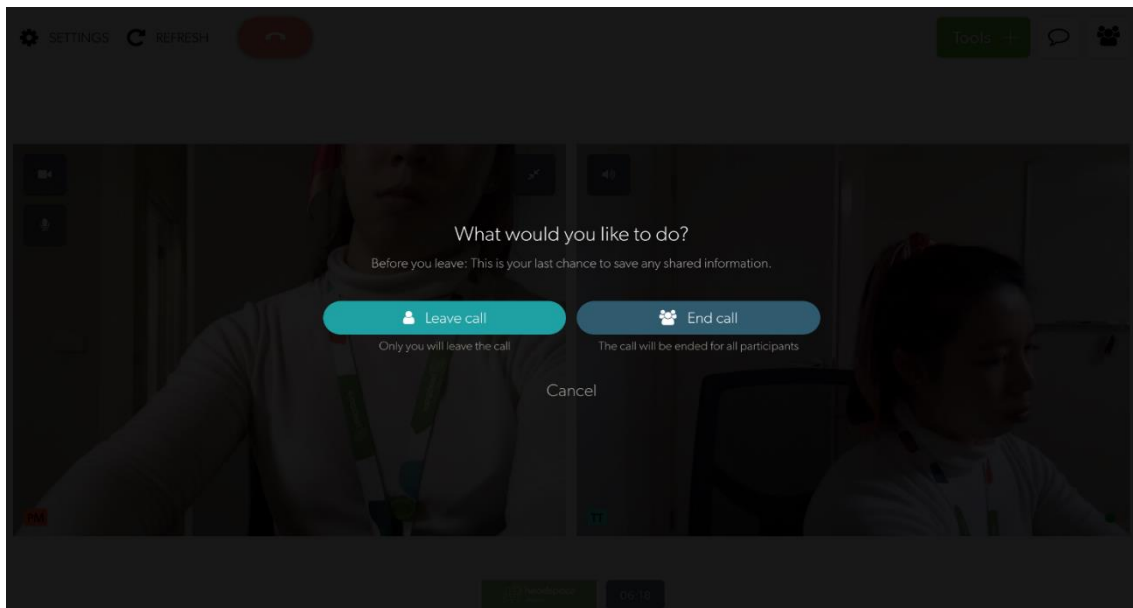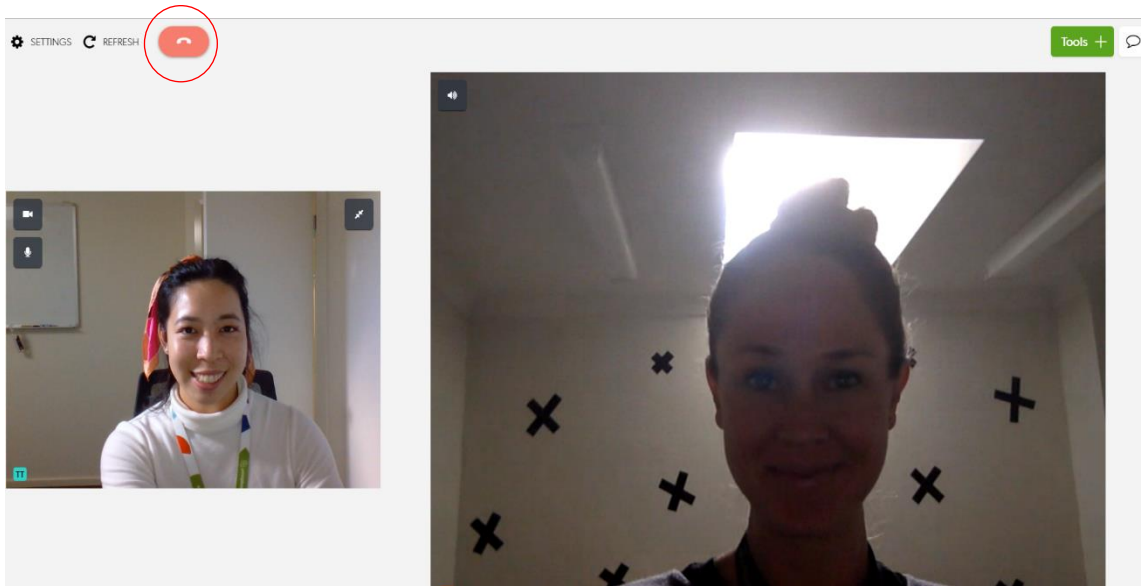
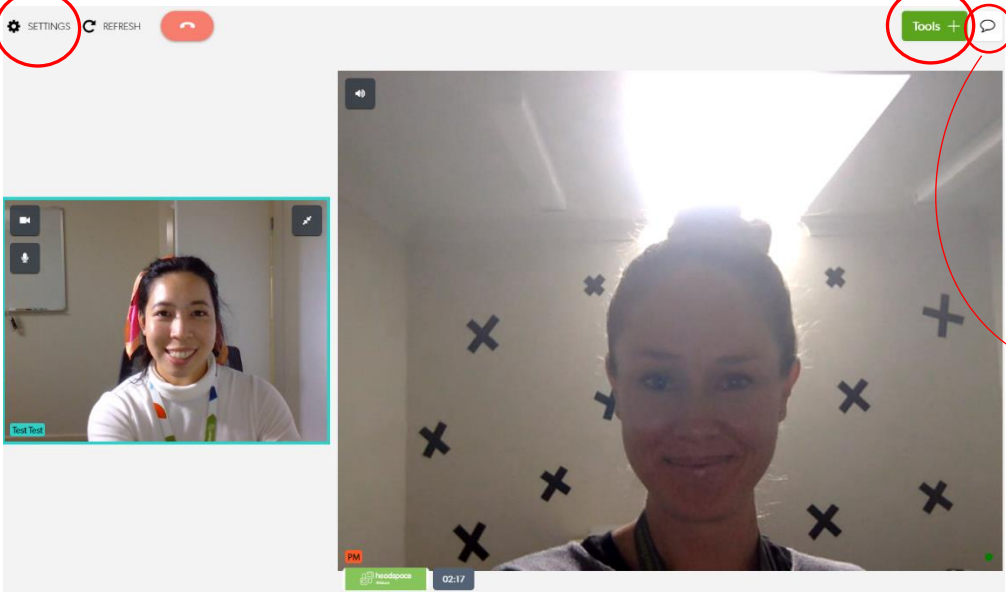**Appendix 1. Additional in-call features**

Device settings

Select camera

Select microphone

Select speaker

Select video quality

Language settings

Change language

SETTINGS REFRESH

Tools +

Test Test

PM

headspace 02:17

Available tools

Data and images shared via Tools will not persist beyond the end of this call. Please document care in the health record.

Share an image or PDF

Start a screenshare

Add a whiteboard

Share document camera

Add a grid view (2 panes)

Add a grid view (3 panes)

Request a camera

Share a file

Welcome to the call chat.
You can share messages with other participants by typing in the box below.

Type here to chat