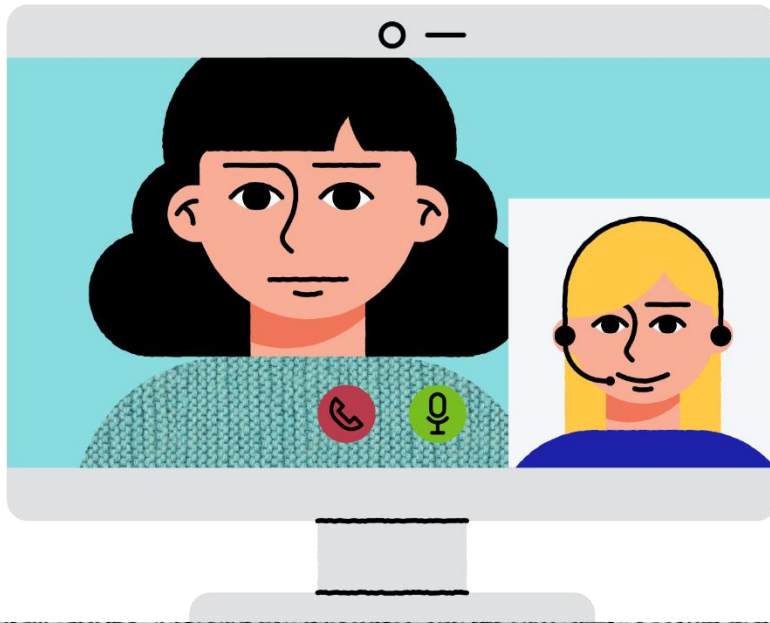


# Attending your appointment via a Video Call

At headspace Newcastle, we are offering some sessions via video call. We understand this is a new approach and can be a bit tricky to get the hang of.



Video calling is as convenient as a phone call, with the added value of face-to-face communication.

Instead of travelling to your appointment, you enter the clinic's waiting area online. The health service is notified when you arrive, and your Psychologist will join you when ready. There is no need to create an account. No information you enter is stored.

## Is it secure?

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







## 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.

# Getting Prepared. What do you need for a video call?

-  A good connection to the internet. If you can watch a video online (e.g. YouTube) you can make a video call
-  A private space where you will not be disturbed during the consultation
-  A space that is well lit and that your background is free of clutter
-  Ensure that you've got enough charge on your device before the session
-  Test out your camera and microphone
-  Wear comfortable and appropriate clothing

One of these browsers:



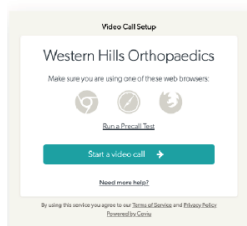
Google Chrome web browser (recommended) or Firefox web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone

- Safari web browser on an Apple desktop or laptop (MacOS), or iPad or iPhone

## Connecting Up

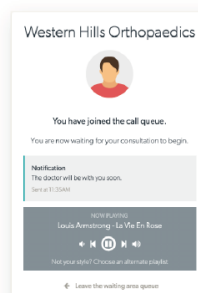
Go to <https://vcc.healthdirect.org.au/t/hpheadspace/join>

Go to the entry point on the service's website and click the Start Video Call icon

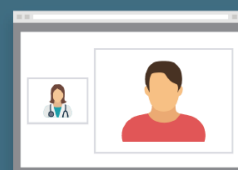


Enter name and phone number when prompted

Enter the clinic's online Waiting Area



Clinician arrives and the consultation proceeds



## What do I do if something is not working?

Go to <https://vcc.healthdirect.org.au/troubleshooting>

or call headspace Newcastle on 49294201