

INFO SHEET

Your Telehealth Appointment

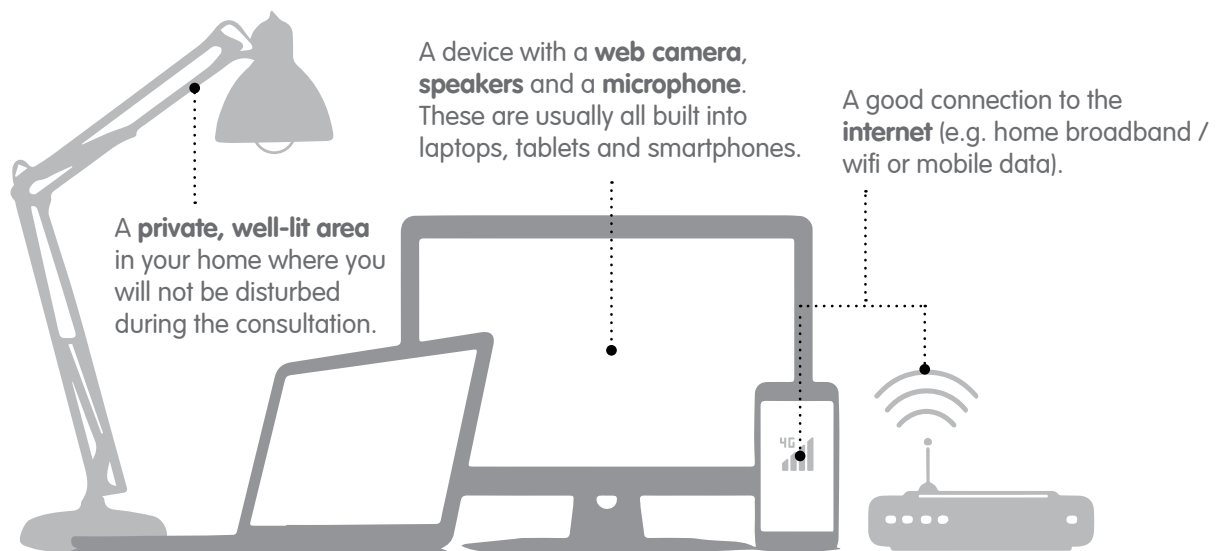
We are offering you a telehealth appointment where you can see and talk to our staff or Peer Support Volunteer without coming into the centre or meeting face-to-face elsewhere. We do this by a video link between two devices (for example a computer, smartphone or tablet).

Where does this take place?

You can join your appointment either from your home or possibly when you are with another health professional at their clinic. We can give you more information about the call when we make your appointment.

You can join the appointment by clicking on a link which we will send to your email address.

What equipment do you need to make a video call?



Tip: Desktop computers often need external hardware like a web camera that is plugged in, to allow video calls.

Tip: If you can, we recommend that you connect to your home broadband / wifi network to avoid using your mobile data allowance.

Is it secure?

We use Microsoft Teams which is encrypted and the risk of interception is very low, although there is a chance this can happen. To reduce this risk please do not use the telephone, message or file sharing features of Microsoft Teams during the appointment.

You can join your telehealth appointment without needing to sign up with Microsoft Teams.



Getting ready for your telehealth appointment

1. Our staff will phone you to discuss and confirm you are happy for a telehealth video call.
2. You will receive an email containing a link to click on as shown in the example below.

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

- You do not need the Microsoft Teams app to join a meeting. You can join by pressing the purple **click here to join the meeting** link we emailed to you.
3. Ensure you have a good internet connection.
 - If at home ensure others aren't streaming or downloading content.
 4. Prepare your surroundings (if possible) to ensure privacy and quietness.
 - Please have your glasses and hearing aids ready if you need them.
 5. 5-10 minutes before your appointment time, open your telehealth appointment email and click on the link.
 - If joining via computer, select **Join with video** or  then **Join with audio** or .
 - If joining via phone or tablet, enable your video and microphone then select **Join**.
 6. That's it – you should be in the 'waiting room' ready to start your telehealth appointment with your health professional.

Tip: Contact your health professional by phone if you are having difficulties or if you would like a 'test run' prior to your appointment.

Troubleshooting

Sound

You can't hear others

Check your device:

- Is your volume turned up?
- Are your speakers or headset (external devices) plugged in and switched on?

You are hearing an echo

If using external speakers:

- Position them further away from your computer.
- Reduce the volume.

Others can't hear you

Is your microphone:

- Muted?
- Plugged in? (external devices only).

Sight

Others can't see you

Check your web camera:

- Is it plugged in? (external devices only).
- Is it being used by other software (e.g. FaceTime)?
 - If so, close this application.

Poor image or sound quality

- Check your internet connection:
 - If others on your network are using the internet at the same time, especially for activities which use a lot of data (e.g. streaming TV, video calls), issues with the quality of the image and sound can arise.
- Is your modem / router working?
- Get closer to your modem.