

# Patient Telehealth Information Guide

## What is Telehealth?

Telehealth is a free Video Consultation, that uses modern technology that allows you to see your healthcare professional, without having to leave your home.

## Why is Telehealth used?

- Increased access to specialist care
- Reduced travel time, costs, stress, and absence from work
- Improved communication between your healthcare providers

## What happens in a Telehealth appointment?

A Telehealth appointment is just like being Face-to-Face, only the healthcare professional will be seen with a digital screen.

You will be able to see, hear and talk to them as if they were in the same room as you. If the call gets cut off, please wait for a phone call from your health care professional to continue to consultation.

## How should I prepare for the appointment?

- Make yourself comfortable
- Ensure your device has power
- Check your internet connection
- Complete a pre-call test prior to the appointment via <https://vcc2.healthdirect.org.au/precall>

## Accessing the waiting room

Access the waiting room via <https://www.easternhealth.org.au/services/telehealth>, click on **Patients Telehealth Clinic** and select the Waiting Room name that applies to your appointment.

Alternatively, your healthcare professional will send you and SMS with the link.

## Privacy and safety during a call

Video calls are secure and your privacy is protected.

Please refer to Eastern Health's Protecting Your Privacy brochure for more information about privacy.