

How to use telehealth with Gippsland Lakes Complete Health

Stay at home

Telehealth appointments are now being offered by many service providers at Gippsland Lakes Complete Health (GLCH).

This means you could attend your appointment via online video call in your own home.

How telehealth works

A telehealth appointment is just like any other outpatient appointment at GLCH, except you will be speaking to your service provider online via a video call.

If you live in a residential care facility, please speak with your family, nurse or carer about your options.



For more information, please visit our website or speak with your service provider.

www.glch.org.au/telehealth

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, you will need:


- A reliable internet connection
- A private space
- Web-camera, speakers and microphone (plug in or built in)
- Up to date Google Chrome or Safari web browser



Getting started

To start your telehealth appointment, go to the GLCH website

www.glch.org.au/telehealth

Press the  **SELECT YOUR SERVICE PROVIDER** button, and then press the button of the service you have an appointment with.

Please wait for your service provider to pick up your call.

Telehealth step by step

Checking your equipment works

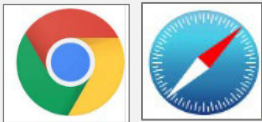


TEST CALL

One week before your appointment, we recommend **pressing the 'Test Call' button on the GLCH website** to check whether your equipment (such as web-camera and speakers) and internet connection are working well.

If you experience any issues, troubleshooting resources are available on our website.

Starting a video call on the day of your telehealth consultation



1. Please open an up-to-date version of either:
 - Google Chrome, if you are using a desktop/laptop (Windows or MacOS) or an Android tablet/smartphone
 - Safari web browser, if you are using an Apple desktop or laptop (Mac OS), or iPad/iPhone
2. Go to www.glch.org.au/telehealth



SELECT YOUR SERVICE PROVIDER

3. **Press the 'Select your service provider' button**
4. Choose your service and then follow the prompts
5. Enter your name and start the call
6. Your service provider will pick up your call when they become available

Note: Your internet data is not being used while you wait.

