

## **\*\* Internet access is required \*\***

For a good experience you will need at least 0.4Mbps for both download and upload

Speed tests can be conducted by going to:  
<http://www.speedtest.net/>

**PLEASE ENSURE YOU HAVE PERFORMED A TEST CALL PRIOR TO YOUR APPOINTMENT OR YOUR APPOINTMENT MAY NEED TO BE RESCHEDULED**

### **Setting up your environment for the best experience:**

- Try to reduce as much background noise as possible – close the windows and doors if needed and turn off the TV or any music nearby.
- Try to use artificial lighting rather than natural light – for example, close the blinds and turn your ceiling lights on.
- Position your webcam to make sure you are clearly visible

### **Once you've completed your test call:**

After successfully connecting to the Telehealth Portal, please refer to the confirmation letter (or email) from your clinic that contains the date, time and dial in number for your Telehealth appointment.

**Technical Support Line:  
1800 066 888**

## **Frequently Asked Questions**

### **Will my Telehealth consultation be private and confidential?**

The Telehealth Portal has been approved for use by Queensland Health because it is fully encrypted and secure. The same privacy and confidentiality rules as an in-person consultation apply.

### **Is there any charge for downloading the Pexip app?**

The Pexip app is a free app. Just press "SKIP" if you are prompted to add financial information as this is not required to complete the download.

### **What do I do to determine if I have the right smart device?**

If you are uncertain about whether your smart device is an iOS (Apple) or Android device, start by doing a web search for the operating system of your phone make and model.

### **If I choose to have a Telehealth appointment am I still able to see my clinician in person?**

Patients can switch between the different methods of care offered by their clinician as required. Please discuss your follow-up options with your clinician and you will be scheduled for your next appointment accordingly.

### **Can a family member or carer join me in my Telehealth consultation?**

Family members, carers or any other person a patient wants to have included in the consultation can dial-in from anywhere if they know how to access the Telehealth Portal and the patient has shared the correct Telehealth appointment details for their consultation. Please advise your clinician if you have a family member who will be dialling into your Telehealth consultation.

### **What happens if I can't connect to the Telehealth Portal and Technical Support is unable to resolve my issue?**

If you have tried to solve your connection problem with Technical Support (1800 066 888) and are unsuccessful, then please call your outpatient clinic as soon as possible to reschedule your appointment to a different type of consultation.

# **TELEHEALTH**

**Bringing Healthcare Closer to Home**

**Do you want to save time and money at your next appointment?**

**Download the Telehealth Portal app on your personal smart device or use the web link to connect on your PC today!**



**Already downloaded the new Pexip Infinity Connect app or connected via weblink to the Telehealth Portal?**

You're ready to dial in at the time and date specified on your confirmation letter or email.

## Accessing the Telehealth Portal via web link on your home PC, MAC or laptop

1. Open your preferred web browser on your PC and head to: <https://telehealth.health.qld.gov.au/webapp/>

a. will take you to the Telehealth Portal Page and you will need to complete the Dial number you were given and your name – then Connect



Enter the Dial in Number you were provided, your name and press connect

### 2. Select your camera and microphone

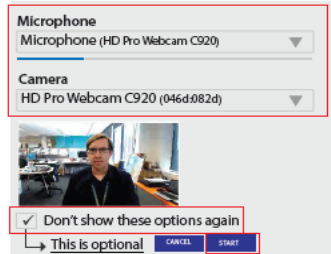


For Internet Explorer/Edge/Safari the Adobe Flash Player Settings will appear. Click 'allow', 'remember' and close



For Chrome/Firefox/Opera you will be asked to allow the use of your camera and microphone. Press 'Share Selected Devices'

### 3. Select your camera and microphone



Choose your Microphone and camera. If your microphone is picking up noise the blue bar will move. If you will always use these settings tick the tick box.

Press start

**\*\* Now perform a test call by dialling 111 @telehealth.health.qld.gov.au**

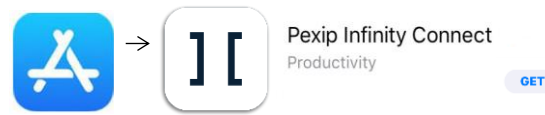
**\* Please call 1800 066 888 for Technical Support**

## Downloading the Telehealth Portal via the Pexip app for Android and iOS smart devices

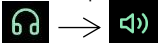
FOR ANDROID DEVICES – GO TO THE GOOGLE PLAY STORE:

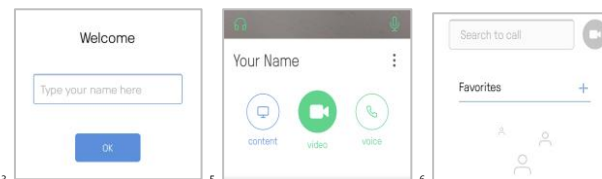


FOR IOS (APPLE) DEVICES – GO TO THE APP STORE:



Once the app is installed:

1. Find the installed **Pexip Infinity Connect** app and tap to open
2. Follow any prompts to **allow** access to your *Microphone* and *Camera*
3. At the welcome screen, enter your **full name** as it known to your clinician and then press **OK** to go to the main screen
4. When in the main screen, you should be able to see your image in the top half of the screen. Before pressing the 'video' button at the bottom, make sure your speakerphone is on by looking for the speakerphone icon in the lower left corner of your image. If you see a headset icon instead of a speakerphone then tap on it and it will change:
 
5. Once you can see your image and you confirm you are on speakerphone, select the **video** option from the icons below
6. Then in the "Search to call" field type your **dial in number** as **XXXXXX@telehealth.health.qld.gov.au**, which is provided to you by a Queensland Health staff member
7. Finally, select the green **video** icon at the end of the 'Search to call' box or the blue **search** button at the bottom of the keyboard to start the call.



*\*It is best to use your phone or tablet in landscape mode once you have started your call*

**\*\* Now perform a test call by dialling 111 @telehealth.health.qld.gov.au**

**\* Please call 1800 066 888 for Technical Support \***

## Troubleshooting Tips & Tricks for the Telehealth Portal

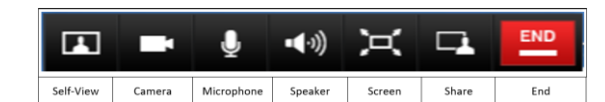
### Display:

- To make the screen on a tablet or smart phone larger, turn the device to landscape.



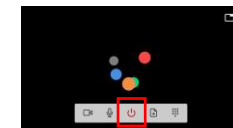
### Navigation:

- Tap on the screen on your handheld device or move the cursor around on your computer to bring up the menu below:



### Connection:

- If you are using a smart phone and having difficulty connecting or lose your connection, please turn your phone off and restart to refresh your settings.
- When starting your call, if your connection does not automatically launch then tap the screen to bring up the menu and select the **disconnect** button indicated below.



- Once disconnected, double check that the full dial in address has been entered correctly and try again. If the call is still unsuccessful, please contact your clinic directly to confirm the dial in number. Please refer to your confirmation letter/email for the clinic number.

### Poor Image or Audio:

- When using a handheld device, movement will cause your image to blur. Please place your device on a hard surface to eliminate movement and ensure you are still visible in the self-view before launching your call.
- If you have a poor-quality image or audio while using your home WIFI network, turn off any other devices connected to your network. If on a mobile data network, please try to relocate to a spot with better reception.