

Telehealth Appointment

Patient quick reference guide



Is the Telehealth Virtual Clinic safe & secure?

Yes! The Queensland Health Telehealth Portal provides an easy, safe, and secure way to receive quality care provided in the comfort of an appropriate location of your choosing via videoconference (VC) with your doctor or health professional.

What I'll need to connect with my telehealth appointment

- **I have a computer with a camera or a smart phone/tablet/iPad with a camera.**
(For example, an iPhone or a Samsung Android Phone.)
- **I have reliable internet at home.**
(For example, I can FaceTime or Skype with my friends, or watch a YouTube video.)
- **I consent to receiving my appointment confirmation by email or SMS**
(So I can attend my Queensland Health Telehealth Virtual Clinic appointment via the link in the email/SMS.)

Will this Telehealth Video Conference Call use my Internet data?

Once you are connected to a Queensland Health Virtual Clinic, a 15-minute videoconference will approximately use the equivalent data as a 15-minute video on YouTube. (Approximately **130-200 megabytes** of your download limit).

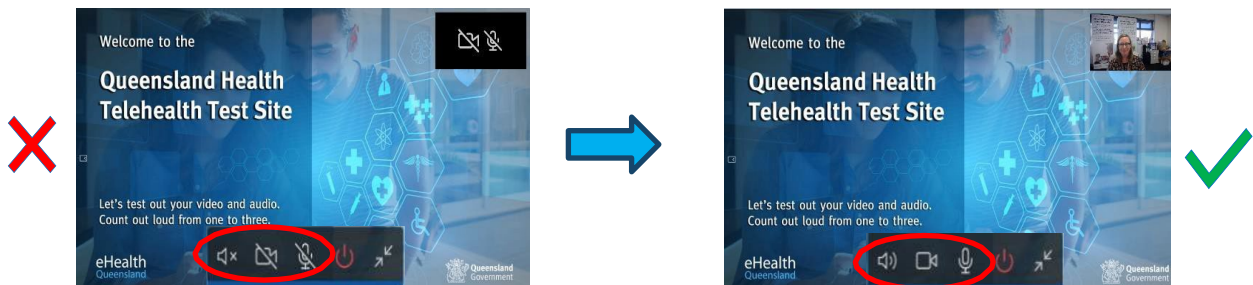
How do I set up my environment for the best experience?

- If using a smart device, place it on a flat surface to improve the video quality for your clinician.
- Reduce background noise – close the windows and doors if needed and turn off the TV or any music.
- Position your webcam to make sure you are clearly visible.
- Use artificial light rather than natural light – for example, close the blinds and turn your ceiling lights on.

Do I need to complete a test call?

If you are connecting from a personal device, we strongly recommend doing a test call before your appointment – to test your equipment [CLICK HERE](#) at any time!

Please ensure the camera, microphone, and sound settings are activated once you are connected. (see below)



What if I need help?

The Telehealth Service Desk is available from 7:45am-5:00pm - Monday to Friday, to support patients having technical issues. They can be reached on **1800 066 888**.

I am getting asked for a PIN number, but I was not provided one

You do not require a PIN number to connect to your appointment.

Please leave the PIN field blank and just click

Join

✕

Welcome to the meeting

or just

Join