

WHAT IS TELEHEALTH?

Telehealth is a consultation between a patient and clinician using video conferencing technology.

WHAT HAPPENS DURING A TELEHEALTH APPOINTMENT?

You and the clinician will be able to see each other on the computer screen, at each end of the video consultation.

As with any appointment, your spouse, partner or family friend can accompany you during the consultation if you wish.

HOW DOES IT WORK?

Using a computer, iPad, smart phone or laptop you will go to <https://www.mbph.org.au/services/telehealth/> to connect to your specialist or alternatively you will be provided with a Video Link.

When joining the Virtual Waiting room, you will be asked to enter your name, date of birth, contact number and other relevant questions.

We do this to ensure we have the right patient and most up to date details.

HOW CAN I PROVIDE FEEDBACK ON MY VIDEO CONSULTATION?

We welcome feedback in order to improve our Telehealth service. At the end of your telehealth consultation you may be provided with a survey link.

Please click on this link to let us know how to rated your experience.

Otherwise, please contact our reception staff who will provide you with a patient feedback form.

CONTACT US

TO CHANGE OR CANCEL A TELEHEALTH OR FACE TO FACE APPOINTMENT:

Mildura Base Public Hospital
Community Services / Allied
Health

Telephone: 50223250

ADDRESS:

Ontario Avenue, Mildura

WEBSITE:

[https://www.mbph.org.au/
services/telehealth](https://www.mbph.org.au/services/telehealth)



TELEHEALTH PATIENT INFORMATION



MILDURA
BASE PUBLIC HOSPITAL



WHAT DO I NEED TO MAKE A VIDEO CALL?

- Access to a computer, iPad, smartphone or laptop
- Good internet connection with Google Chrome
- Private, well-lit area
- Think about who could help you with the technology before or during the consultation if necessary
- Well before your consultation, please test your device set up. This can be done at any time - it is very important to ensure that your equipment will work on the day.

HOW TO RUN A TEST CALL

Visit:

<https://www.mbph.org.au/services/telehealth/>

Under **“Prepare for your appointment”** click on **“You Can Test Your Systems Here”**

Select:

“Run a pre-call test”

It will go through the process to ensuring your device is setup ready for a Telehealth consultation.

On conclusion of the tests, the results will indicate to you if you are able to have a video consultation. Recommendations and advice for troubleshooting any potential issues will also be shown.

HOW TO BEGIN A VIDEO CALL CONSULTATION:

Go to:

<https://www.mbph.org.au/services/telehealth/>

Step 1: Click “Start your video call”

Start your video call

Step 2: Select required Clinic, and press “START A VIDEO CALL”

Entering clinic:

-- Select a clinic to enter --

START A VIDEO CALL

Step 3: Enter required fields when prompted.

Run a pre-call test

Patient/Client Name (the person this call is about)

First Name* Last Name

Phone Number

*required fields

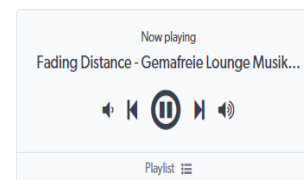
By clicking “Continue”, you accept the Terms of Use and Privacy Policy and acknowledge that Healthdirect uses cookies in accordance with its Cookie Policy

CONTINUE

Step 4: You have now entered the Clinic Virtual Waiting Room

✓ You are now waiting to be seen

- Remain here until the Clinician joins the call.



LEAVE THE WAITING AREA

HOW SHOULD I PREPARE FOR A TELEHEALTH APPOINTMENT?

To get the best from a Telehealth consultation:

- Be ready 10 minutes before your appointment
- Avoid wearing any bright or reflective clothing to improve your visibility on camera
- Make sure the room is quiet and distraction free
- Look at the Camera so can achieve good eye contact with your clinician

WHAT IF I NEED AN X-RAY OR BLOOD TEST?

- The same process applies for medical imaging and pathology; however, the request forms will be mailed to your postal address (as they can not be handed to you in person)

WHAT HAPPENS IF THE CONNECTION IS LOST?

We will attempt to contact you by telephone.