

If you're using a computer, laptop, Android tablet or phone

Prior to appointment - Please do a test call


You'll need:

- A computer or laptop with internet.
- Webcam, microphone and speakers (all built-in or plug-in is fine)

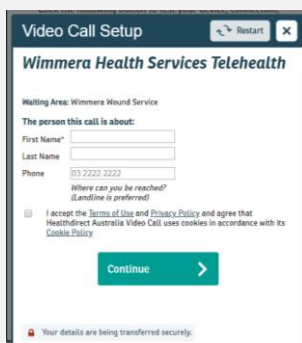
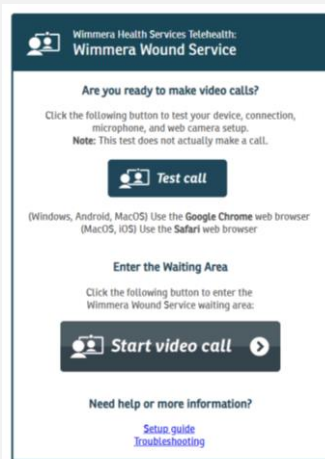


You can do a test call at any time, for example if you are thinking about telehealth or have a telehealth consult booked. Do a test call to make sure it works for you on your device.

Please try to use the same device for the test call as you will use for the consultation.

1. Use **Google Chrome**  The latest version works best for telehealth.
2. **If you don't already have Google Chrome, do a web search for 'install chrome' and you will be directed to the correct version for your computer. There is no cost to download.**
3. Type into search bar <https://videocall.direct/wimmerawoundservice>
4. **Start video call** and press **test call** and follow prompts.

On the day – Around the time of your booked appointment



1. Use **Google Chrome**
2. Go to <https://videocall.direct/wimmerawoundservice>
3. **Start video call** and follow the prompts
4. Enter your name, and a phone number we can contact you on at the time of the appointment if we need to (we normally don't need to call you).
5. You are then in the online waiting room
6. You will be picked up when the appointment is ready to start
7. **Any problems phone Marita on 0400 332 760**

Note: your internet data is not being used until we start the call with you.