

INSTRUCTIONS: Telehealth video appointment with Regional Wounds Victoria, Grampians Wound CNC

If you're using iPad, Mac or iPhone

Prior to appointment - Please do a test call

You'll need:

An iPad or iPhone with internet.



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 Apple Safari browser
- MacOS 10.12+, iOS11.4+
- **2.** Type into search bar https://videocall.direct/wimmerawoundservice
- 3. Start video call and press test call and follow prompts.

On the day - Around the time of your booked appointment



- Wimmera Health Services Telehealth:
 Wimmera Wound Service

 Are you ready to make video calls?
 Click the following button to test your device, connection, microphone, and web camera setup.
 Note: This test does not actually make a call.

 Wimdows, Android, MacOS) Use the Google Chrome web browser (MacOS, IOS) Use the Safari web browser

 Enter the Walting Area
 Click the following button to enter the Wimmera Wound Service waiting area:

 Start video call

 Need help or more information?

 Setus guide
 Troubleshooting
- Video Call Setup

 Wimmera Health Services Telehealth

 Waiting Area: Wimmera Wound Service

 The person this call is about:
 First Stane*

 Last Name

 03 2222 22222

 Phone
 03 2222 22222

 Where can you be reached?
 (Bedinite is preferred)

 a laccest the Terms of Ultips and Phoney Policy and agree that
 Healthoffer-Australia Video Call uses cookies in accordance with its
 Sankin Policy

 Continue

 Your details are being transferred securely.

- 1. Open Safari browser
- 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 consult 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.