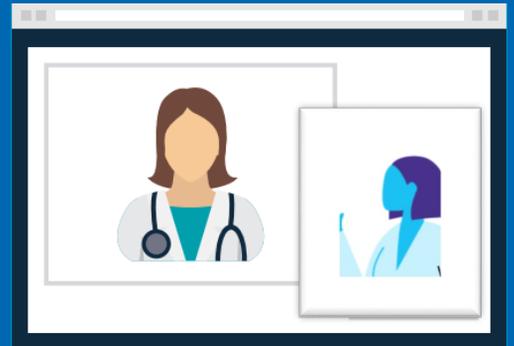


Telehealth Patient Information

Where appropriate, you can have your pregnancy care consultation online via a video call.

You can see and speak to your midwife or doctor from your home.

Telehealth will save you time. It will also help you maintain social distancing, when a physical check up is not required.



 Where do I go to attend my appointment?

To attend your appointment, go to:

www.monashhealth.org/telehealth

Instead of travelling, you enter the clinic's online waiting area.

We are notified when you arrive, and your clinician will join you when ready.

There is no need to create an account.

 Am I eligible for telehealth?

Yes all pregnant women are eligible.

The midwife or doctor will determine if your next appointment is **medically** suitable for telehealth.

 Is it secure?

Video calls are secure; your privacy is protected.

You have your own private video room, that only authorised clinicians can enter.

 How much does a video call cost?

The video call is free (except for your internet usage).

 How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition*.

Lower-speed internet connections and less powerful computers will use less data but can also reduce the overall quality of the call.

** That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to Skype® or FaceTime®*



Smartphone & tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance

Getting started: What do I need to make a video call?

- ✓ **A good connection to the internet**
If you can watch a video online (e.g. YouTube) you can make a video call.
- ✓ **A private area where you will not be disturbed** during the consultation
- ✓ **One of these:**

<p>Desktop or Laptop PC, tablet, or smartphone</p> 	<ul style="list-style-type: none">  (Windows, Android, MacOS) The Google Chrome web browser  (MacOS, iOS) The Safari web browser
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 **Go to** www.monashhealth.org/telehealth

1

Select the **yellow Adult Telehealth** button

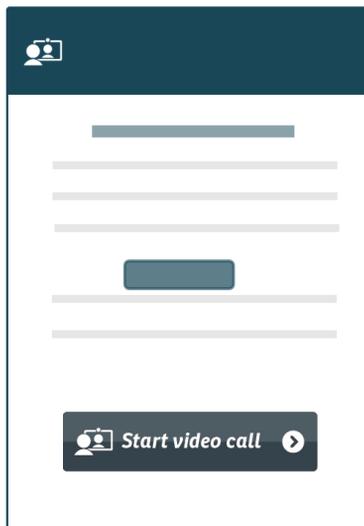


Select **specialty area** for your appointment (see appointment letter)



2

Click **Start Video Call** and follow instructions

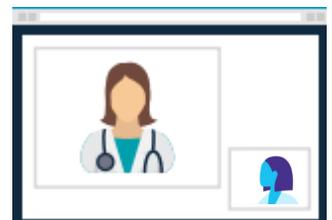


3

Wait in your own private video room



Your **midwife or doctor** will join you when ready



 **What do I do if something is not working?**

Go to: <https://vcc.healthdirect.org.au/troubleshooting> or call **Monash Health IT Support Services:** 03 9594 7255