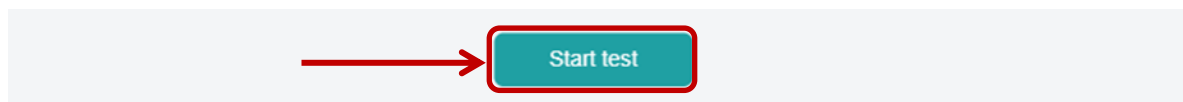


We appreciate how important it is to stay in touch. For our patients who **do not have their own device or data** that allows them to connect with family and friends via video, we have a ward iPad for patient use. Please contact the ward to arrange a time for you to video-call - thank you.

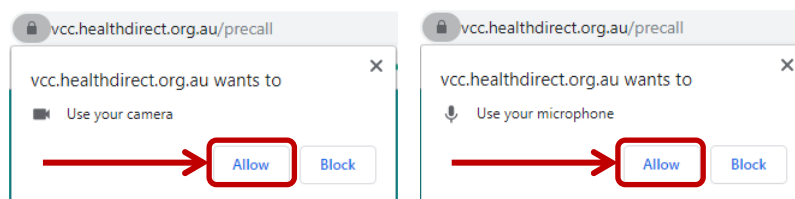
Prior to your first video session, please complete a pre-call test to verify that your device is able to join online video session.

1 Navigate to the healthdirect pre-call webpage
<https://vcc.healthdirect.org.au/precall>

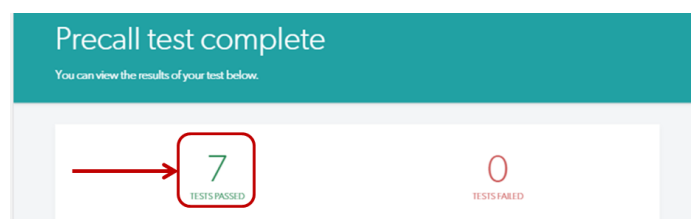
2 Click on the 'Start Test' button



> If prompted, allow healthdirect access to your camera and microphone (screenshots will differ depending on device used):



3 The test will now run through. If all tests pass, you are ready for your video call



> Close the pre-call test page and click on the link to start your video consultation when your appointment is due to start.

4 If all tests pass, click on the below:
<https://salhn.satelehealth.com.au>

5 Click on the appropriate ward and enter your loved ones name to join the call




Telehealth Information

Troubleshooting

If there are any issues detected, please visit the healthdirect troubleshooting page to learn more about the issue(s) and the steps you can take to resolve them.

<https://help.vcc.healthdirect.org.au/57493-category-3/troubleshootingprecalltest>

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 generally a video call
- > Web-camera, speakers and microphone
- > One of these web browsers:
Google Chrome  or **Firefox**  on a Computer, Laptop or Android tablet or phone
Safari  on an Apple Computer, Laptop, iPad or iPhone

Is it secure?

- > Video calls are secure; your privacy is protected. You have your own private video room that only authorised people 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 to be connected
- > A video call uses less than half of the data you would use while watching a YouTube video in High Definition.
 - *That's about 500 MB on a mobile device, and 950 MB on a PC for a 45-minute call, which is similar to Skype® or FaceTime®.*
 - *Group calls use more data; each additional participant will add about 300 MB per 45-minute call.*
- > Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.
- > Data use increases when there are more than two participants in the call.



Are you using a Smartphone or Tablet?

We **highly recommend** that if you can, connect to a home or work Wi-Fi network to avoid using your mobile data.

For more information

SALHN Telerehabilitation
Level 3 Rehabilitation, Aged and Palliative Care Building
Flinders Medical Centre, Bedford Park, SA, 5042
During Office Hours - Telephone: 08 8404 2966
www.sahealth.sa.gov.au/SALHN

Date Created: 09/04/2020



<https://creativecommons.org>

© Department for XXXXXXXXX, Government of South Australia.
All rights reserved. Reviewed XXXXX 2020. Next review XXXX 2022.



Health
Southern Adelaide
Local Health Network