



Department of Health



Your appointment. Anywhere. By Video.



What are video consults?

Video consults allow you to access your healthcare provider using a computer, mobile or tablet device connected to the internet.

The quality of a video consult is the same as visiting a healthcare provider in the clinic.

Benefits

- Patients can access care closer to home, saving travel time, money and risk of infection
- Simple design, easy to use on any device with an internet browser
- Built with health-grade security, privacy and data protection
- Powerful suite of tools to enrich the consultation experience

Request a video consult

Talk to your healthcare provider and they will help to decide if video is an option for your appointment. This will depend on your medical condition and what is required at your appointment (e.g. x-rays, blood tests, physical examination).

Frequently Asked Questions



Is it secure?

Video calls are secure, so your privacy is protected. You will have your own private video room, that only authorised healthcare providers 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 healthcare provider to join you.

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

* 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®.

If a video consult is suitable for your appointment, you will receive an appointment letter with details of how to connect to the secure government endorsed platform, healthdirect Video Call. This will include a website link and the time that you need to link in.

✓ **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

✓ **One of these:**

- Google Chrome, Microsoft Edge, or Mozilla Firefox web browser on a desktop or laptop (Windows or MacOS), or an Android tablet or smartphone
- Safari web browser on an Apple desktop or laptop (MacOS), iPad or iPhone



Smartphone & tablet users

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

✓ **A private, well-lit area where you will not be disturbed during the consultation**

Make sure you use a recent version of one of the following browsers:



Google Chrome
(Windows, Android, MacOS, iOS 14.3+)



Apple Safari
(MacOS, iOS)



Mozilla Firefox
(Windows, Android, iOS 14.3+)



Microsoft Edge
(Windows, Android, MacOS, iOS 14.3+)

✓ **Web-camera, speakers and microphone**
(already built into laptops or mobile devices)

One week before your appointment

Conduct a precall test by going to:
<https://vcc.healthdirect.org.au/precall>



This test will check your computer, tablet or phone is able to conduct an online video consultation

On the day of your appointment

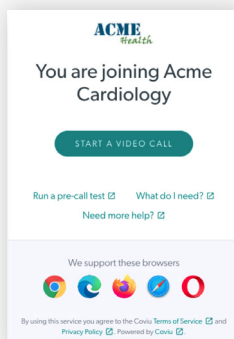
1. Conduct **another** pre-call test (above)
2. 15 minutes before your appointment time:



Go to <https://vcc.healthdirect.org.au/t/rphoutpatients/join>

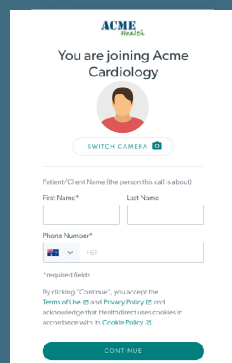
1

Click the
Start A Video Call button



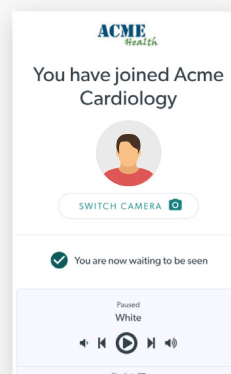
2

Enter your name and phone number when prompted



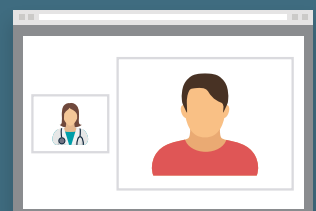
3

Enter the clinic's online
Waiting Area



4

Healthcare provider joins you and the Video Call appointment begins



What do I do if something is not working?

- Go to <https://vcc.healthdirect.org.au/troubleshooting>

More information

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