



## Accessing Video Call when supporting a patient

### Requirements


- ✓ A good connection to the internet
- ✓ A private, well-lit room
- ✓ Current\* version of Google Chrome web browser on a desktop or laptop (Windows or Mac)
- ✓ Camera, speakers and microphone (often already built into laptops)

*\*Please note: that the minimum version of the Google Chrome browser supported for Video Call is now version 60.*

### Test your setup

1. Start Google Chrome  from your Desktop and navigate to:  
<http://www.barwonhealth.org.au/telehealth>
2. Click the link for the service or clinic your patient is attending.
3. Then click  to check your internet connection, sound and audio.


### Start a call

1. Using Google Chrome, go to <http://www.barwonhealth.org.au/telehealth>
2. Click the link for the service or clinic your patient is attending.
3. Click  at least a few minutes before the time set for the appointment, and
  - a. Complete the **Video Call Setup** steps, as per the prompts.
  - b. Complete the details for **the person the call is about** (i.e. the patient's name), and include a phone number where you can be reached.
  - c. Check the box to Agree to the Terms of Use and Privacy Policy.
  - d. Click **Continue** and ensure that everyone present is aware of the Important Information.
  - e. Click **Start Call**.
4. The consulting specialist will do their best to be on time, but this is just like waiting at the doctor's office.
5. Remember this conversation is a private one – ensure the patient has given permission for everyone present to hear what is said.

### To refresh the call, if quality is an issue or deteriorates

Click  (top right)

### To end the call

Once your patient has completed their appointment with the consultant, click  (top right) – and select End call.