

Healthdirect Video Call

What equipment do you need to make a video call?





Watch the video:

<https://help.vcc.healthdirect.org.au/conductvideocall/whatyouneedtomakeavideocall>



Get ready to make video calls

Make sure that you use one of the following web browsers:

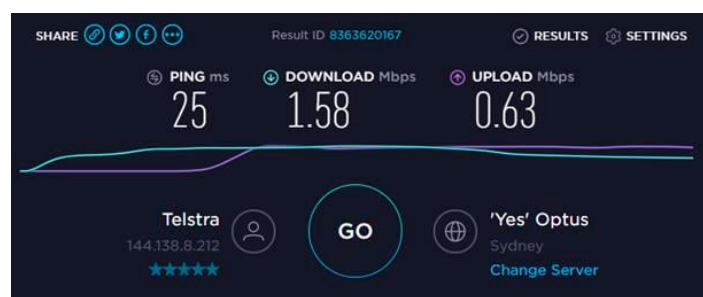
-  Google Chrome Version 72+ (Windows, Android, MacOS)
-  Apple Safari Version 12+ (MacOS, iOS)
-  Firefox Version 68+ (Windows, Android)
-  Microsoft Edge Version 79+ (Windows, MacOS)
Microsoft Edge Version 44+ (Android)

Computer users will need

- A **web camera** - built-in or attached using a USB port
- A **microphone** - usually built in to most laptops and external webcams
- **Speakers and headsets** - speakers are usually built into most laptops, but not necessarily into external webcams
- *(Recommended)* A **second monitor** - so that providers can display the video consultation on one monitor and patient information on the other

Everyone will need

- A **reliable connection to the internet** - if you can watch a video online, you can make a video call
- A **private, well-lit area** - where you will not be disturbed during the consultation
- An **internet connection** - you need a minimum of 350Kbps bandwidth per video stream
Use [speedtest.net](https://www.speedtest.net) to make sure you have enough bandwidth



Make a test call

Run a [pre-call test](#) to make sure your equipment is set up and working correctly.

The Video Call test will check your network connectivity and device setup. If there are any issues, you will be prompted to troubleshoot the relevant parts.

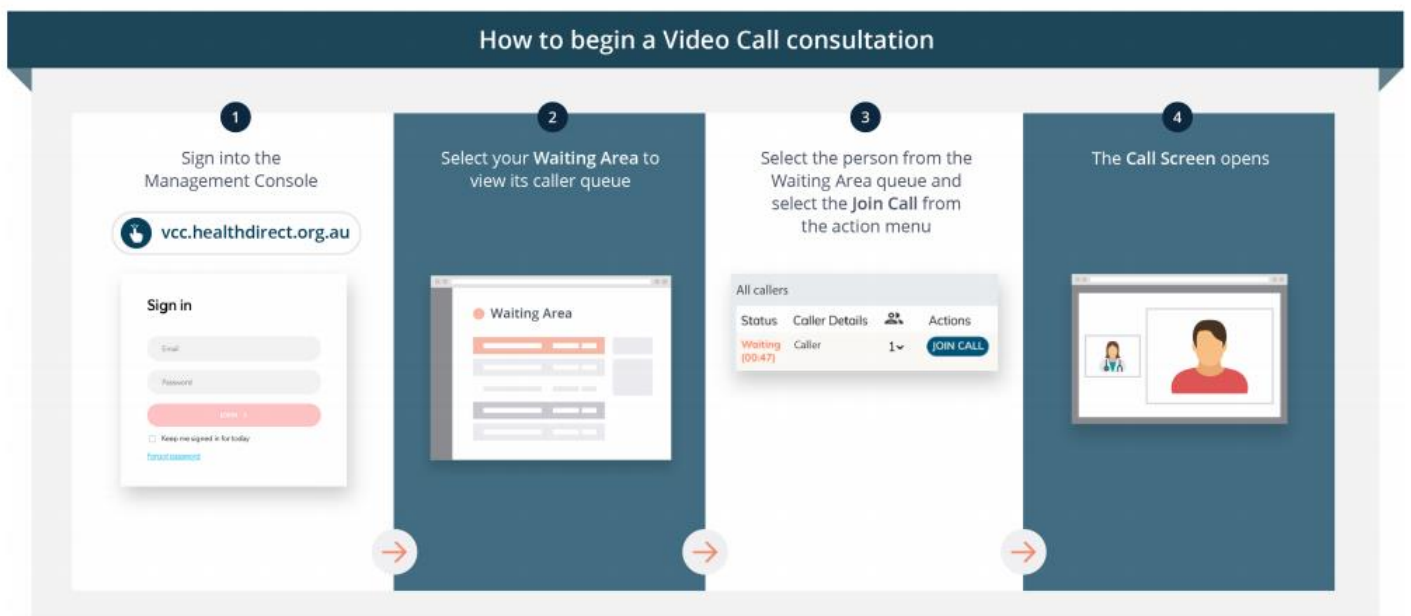
Join a Video Call and see your patient - (For Clinicians)

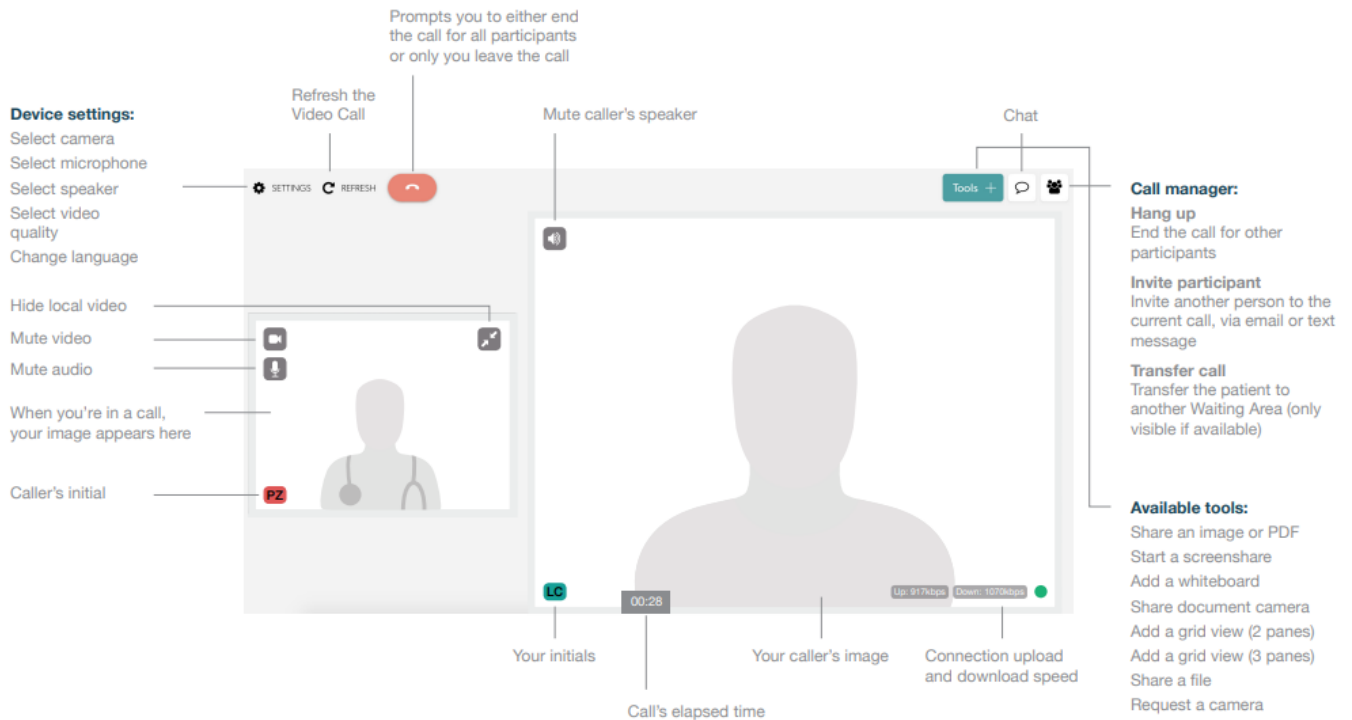
Watch the video:

<https://help.vcc.healthdirect.org.au/conductavideocall/join-a-video-call>

Further resources:

Clinician: Step by step Video Call Guide





Video Call: Troubleshooting

Issues in a call? Click refresh.

Does your device meet these minimum requirements?

- Windows PC**
i5 processor with 3GB of RAM Windows 7 or later
- Apple Mac**
i5 processor and 3GB of RAM MacOS 10.12 (Sierra) or later
- Android tablet or smartphone**
Android 5.1 or later
- Apple iPhone or iPad**
iOS 12 or later

Latest web browser?

Check version at www.whatismybrowser.com

- Google Chrome Version 74+**
(Windows, Android, MacOS)
- Apple Safari Version 12+**
(MacOS, iOS)
- Firefox Version 69+**
(Windows, Android, MacOS)
- Microsoft Edge Version 79+**
(Windows MacOS)
- Microsoft Edge Version 44+**
(Android)

Can't hear others?

Speakers/headset:
 Volume at audible level?
(If external) Plugged in securely?
(If powered) Switched on?
 Correct speakers/ headset selected?
 Check correct audio output selected in computer settings.
 Hearing an echo?
If using external speakers position them further away from your computer and reduce the volume. Try using a headset or headphones if the echo persists.
 More: vcc.healthdirect.org.au/speaker

Can't see?

Web camera:
(If external) Plugged in securely?
 Chrome using the correct camera?
 Click camera icon in Call Screen's address bar; check access and selected camera.
 Other software using the camera?
 (Example: Skype also running)
Quit other application but may require computer reboot.
 Firewall settings allow video stream?
If you are still experiencing issues speak to your IT department.
 More: vcc.healthdirect.org.au/camera

Others can't hear you?

Microphone:
(If external) Plugged in securely?
 Correct microphone selected?
 Check correct audio input selected in computer settings.
 Chrome using the correct microphone?
 Click camera icon in Call Screen's address bar; check access and selected microphone.
 Muted?
 Either Call Screen, or device's audio settings.
 Other software using the microphone?
 (Example: Skype also running)
Quit other application but may require computer reboot.
 More: vcc.healthdirect.org.au/mic

Poor image/sound quality?

Connection to Internet okay?
 Check speed and latency at www.speedtest.net
 Minimum speed is 350Kbps upstream and downstream.
 Others on the network using lots of bandwidth?
 (Example: other video calls in progress)
 Modem/router working properly?
(Wireless network) Get closer to access point.
 Ensure you have line of sight and are close to an access point.

Further troubleshooting
vcc.healthdirect.org.au/makingcalls

Information to provide to your patients

If your website is not yet ready, give your patients the Waiting Area URL, found under Clinic Settings in your Waiting Area dashboard page.

(demo) Acme Clinical service Liesl Carvalho TEAM ADMIN

All Callers

There are currently no waiting or active callers in your waiting area.

Clinic Settings

TEST CALL
Test your network and equipment

Waiting Area Alerts
Customise how you are notified of new calls

Waiting Area Hours
View the hours of operation for this waiting area

- ✓ The waiting area is ready to receive callers
- 🕒 Open 24/7

View the opening hours

Waiting Area URL
Give this URL to callers to have them join this waiting area

<https://acmehealth.vcc.uat.healthdirect.org.au/join>

COPY

Click on **Copy** to allow for easy copying and pasting into an email message or other communication.

Patient/Caller: Step by Step Video Call Guide



How to begin a Video Call consultation





- 1** Go to the entry point on the service's website and click the Start Video Call icon
- 2** Enter name and phone number when prompted
- 3** Enter the clinic's online Waiting Area
- 4** Clinician arrives and the consultation proceeds

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 REFRESH

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More: vcc.healthdirect.org.au/camera

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Further troubleshooting

vcc.healthdirect.org.au/makingcalls

For further assistance please contact one of the following:

Eastern Melbourne PHN

Digital Health Team

Email: digitalhealth@emphn.org.au

Phone: 03 9046 0355

Healthdirect

videocallsupport@healthdirect.org.au

Phone 02 8069 6079