

Attending your Telehealth appointment



Telehealth appointments are as convenient as a phone call, with the added value of face-to-face communication. It can save you time and money and brings your care closer to home.

1 Where do I go to attend my appointment?



Instead of travelling to your appointment at the hospital, click on the **Join Telehealth appointment** link to meet with your doctor, nurse or healthcare professional.

2 What do I need to make a video call?



A computer, tablet or smartphone.



A good connection to the internet. You can use data but Wi-Fi offers a better experience.



Consider your privacy. Use a well-lit area where you will not be disturbed during your Telehealth appointment.

Join your Telehealth appointment with any of the following browsers:



or



For smart devices, download and use the Zoom app.

3 Is it secure?



Telehealth appointments are secure. Your privacy is protected.



No account needed. No information you enter is stored.

4 How much data will I use?



Telehealth appointments use the same amount of data as you would use while watching a YouTube video.*

**A Telehealth appointment uses a maximum of 1MB data per minute.*

Get ready to join your Telehealth appointment

- 01** You should have received a Telehealth appointment email. If this is your first time using Zoom, we recommend installing the Zoom app before your Telehealth appointment.
- 02** Ensure you have a good internet connection. If on Wi-Fi, make sure you are in a strong signal area. If at home, ensure others aren't streaming or downloading content.
- 03** Think about your surroundings, noise, lighting, etc.
- 04** 5–10 minutes before the appointment time find and open your Telehealth appointment email. Click the **Join Telehealth appointment** link. The Zoom software will automatically start. Please remember to select **Join with video** and **Join with audio**. If joining from an iPad or similar device select **Call using internet audio** or **Call using device audio**.
- 05** That's it! You should be in the Telehealth waiting room ready to start your Telehealth appointment with your doctor, nurse or healthcare professional.

Troubleshooting your Telehealth appointment



Can't hear others?

Check your speakers/headset.



Volume at audible level?



(If external) Plugged in securely?



(If external) Switched on?



Correct speakers or 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.



Can't see?

Check your web camera.



(If external) Plugged in securely?



Zoom using the correct camera?



Other software using the camera?



For example, Skype is also running. Quit other application, but it may also require a computer reboot.



Others can't hear you?

Check your microphone.



(If external) Plugged in securely?



Muted?

Either Call Screen, or check your device's audio settings



Zoom using correct microphone?



Correct microphone selected?

Check correct audio input selected in computer settings.



Other software using microphone?



For example, Skype is also running. Quit other application, but it may also require a computer reboot.



Poor image or sound quality?

Check your internet.



Others on the network using

lots of bandwidth?

i.e. other video calls in progress



Modem/router working properly?

(Wireless network) Get close to access point. Ensure you have line of sight and are close to an access point.

Still having issues?

Contact your local support at telehealth@waitematadhb.govt.nz