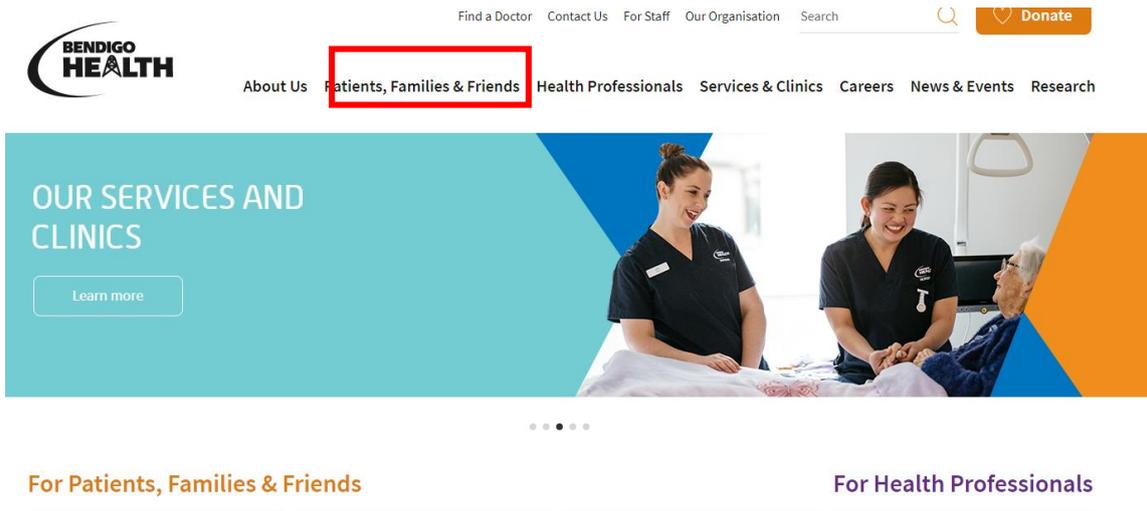


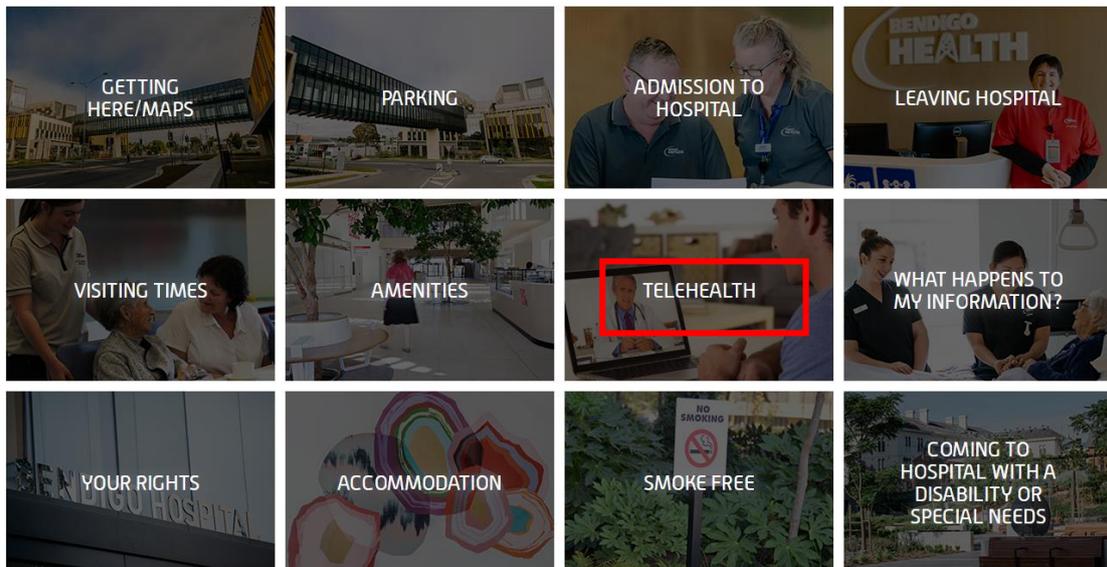
Accessing your Telehealth appointment via HEALTH DIRECT

NB: Please ensure webpage is opened using Google Chrome

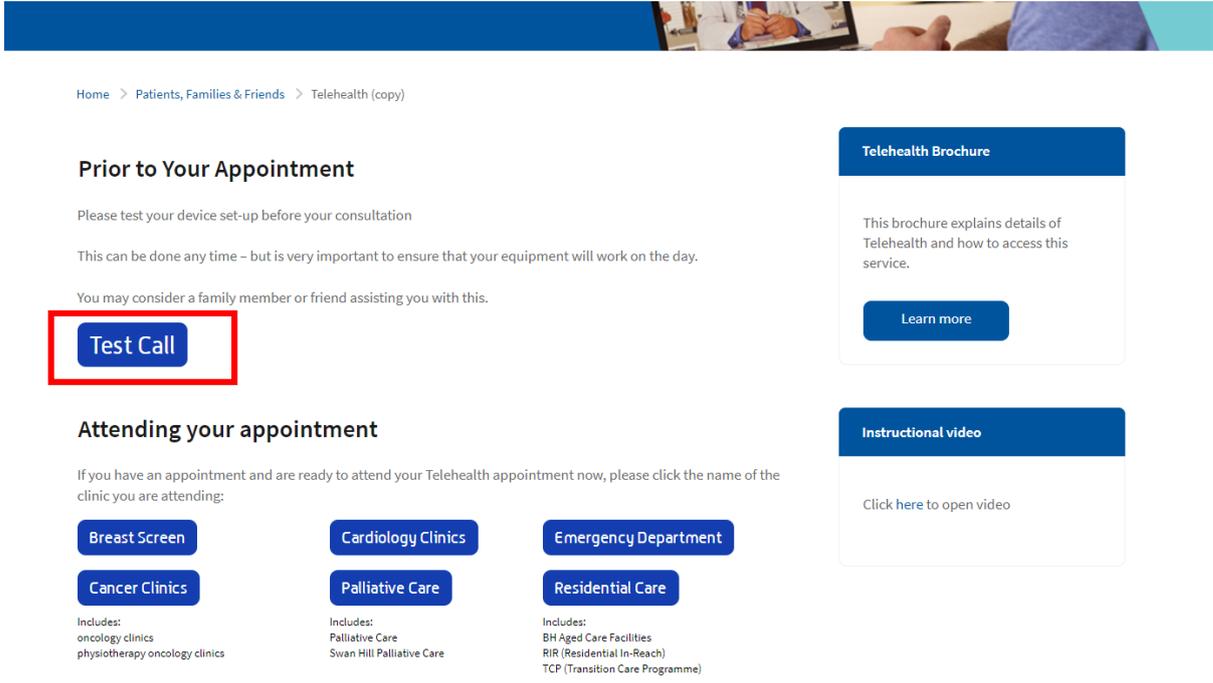
1. Open webpage www.bendigohealth.org.au using GOOGLE CHROME
2. Select the “Patient & Families” tab from the top selection panel



3. Scroll down & select “Telehealth”



- 4. Select "Run a test call" if you would like to ensure your sound & picture is working correctly – ***This is recommended prior to each consultation***



Home > Patients, Families & Friends > Telehealth (copy)

Prior to Your Appointment

Please test your device set-up before your consultation

This can be done any time – but is very important to ensure that your equipment will work on the day.

You may consider a family member or friend assisting you with this.

Test Call

Attending your appointment

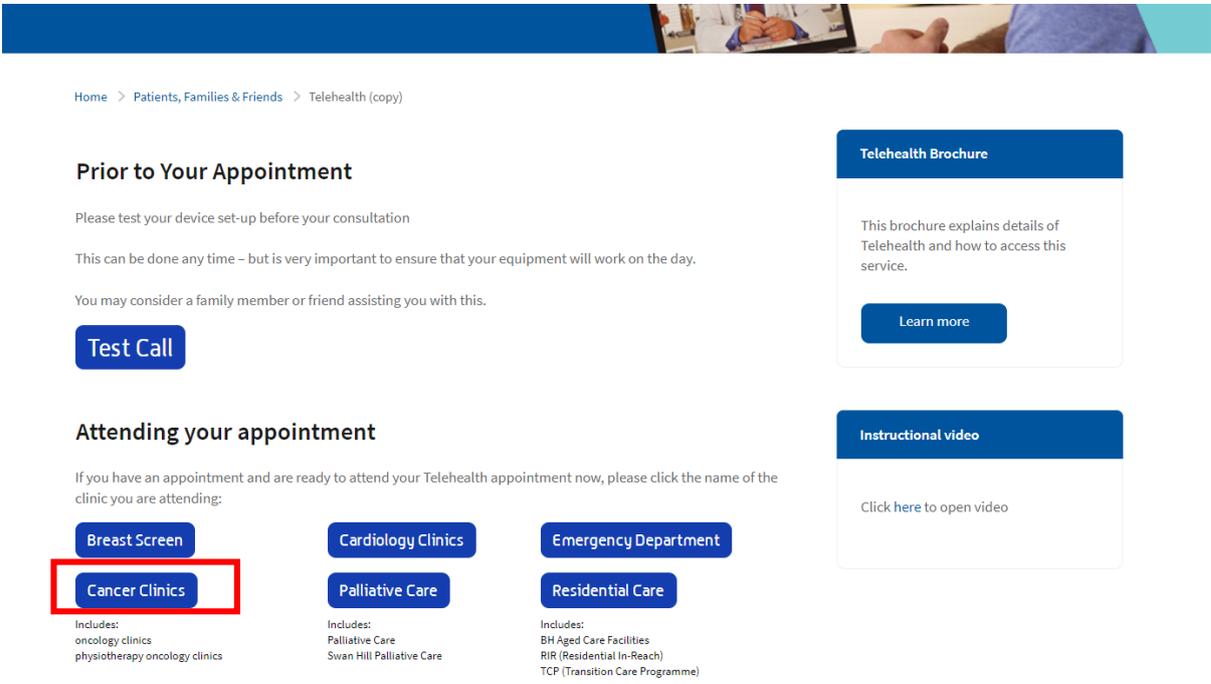
If you have an appointment and are ready to attend your Telehealth appointment now, please click the name of the clinic you are attending:

- Breast Screen**
- Cancer Clinics**
Includes: oncology clinics, physiotherapy oncology clinics
- Cardiology Clinics**
- Palliative Care**
Includes: Palliative Care, Swan Hill Palliative Care
- Emergency Department**
- Residential Care**
Includes: BH Aged Care Facilities, RIR (Residential In-Reach), TCP (Transition Care Programme)

Telehealth Brochure
This brochure explains details of Telehealth and how to access this service.
[Learn more](#)

Instructional video
[Click here to open video](#)

- 5. After you have run a test call - Select the correct department for which your appointment is scheduled.



Home > Patients, Families & Friends > Telehealth (copy)

Prior to Your Appointment

Please test your device set-up before your consultation

This can be done any time – but is very important to ensure that your equipment will work on the day.

You may consider a family member or friend assisting you with this.

Test Call

Attending your appointment

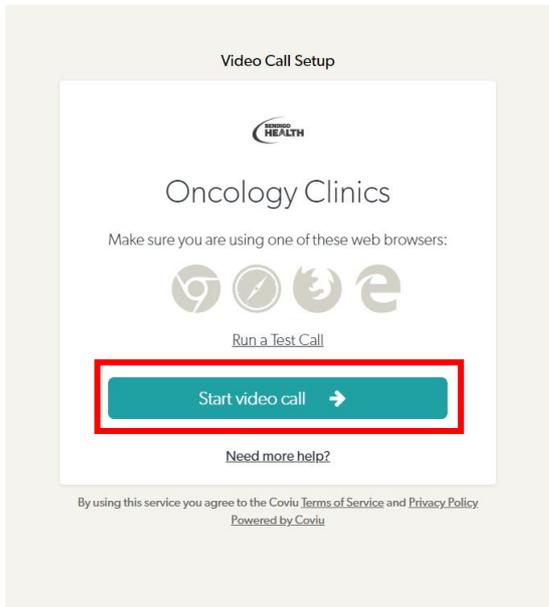
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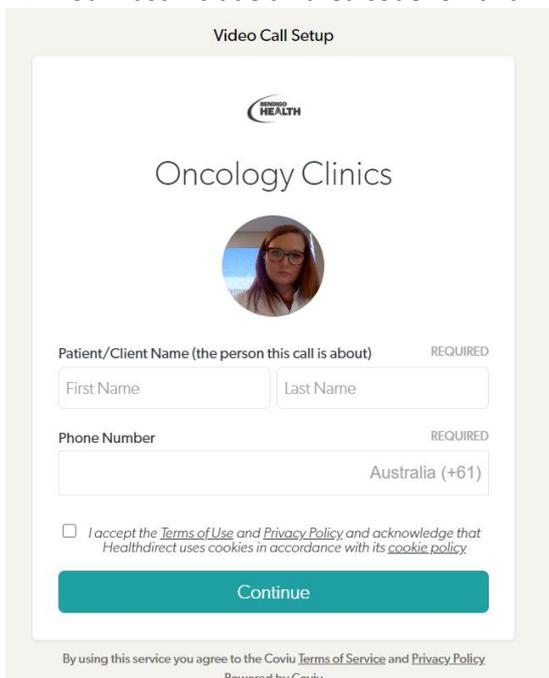
Instructional video
[Click here to open video](#)

6. Select “Start Video Call”



7. Enter the contact details of the person we can contact should there be a disconnection & tick “accept” & “Continue”

This information is only kept for the duration of your video call
 NB: You must include an area code for land line phone numbers



8. You are now in the waiting area and a Bendigo Health staff member or consultant will connect with you shortly.