

## Patient guide for telehealth using ‘Health Direct’

The clinic appointment you have scheduled at Bendigo Health will take place using either your mobile device or your computer as discussed in a recent telephone call with you.

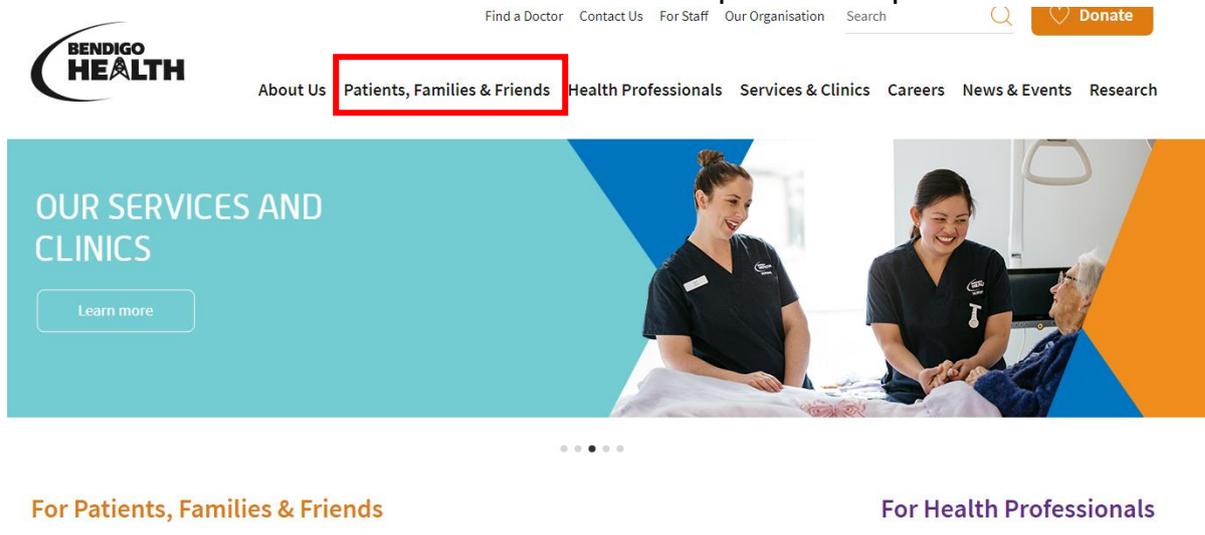
For information about how to link in to this telehealth appointment using ‘Health Direct’ please click on this link <https://youtu.be/2b-2lp1AJog> or read the information below:

### HEALTH DIRECT

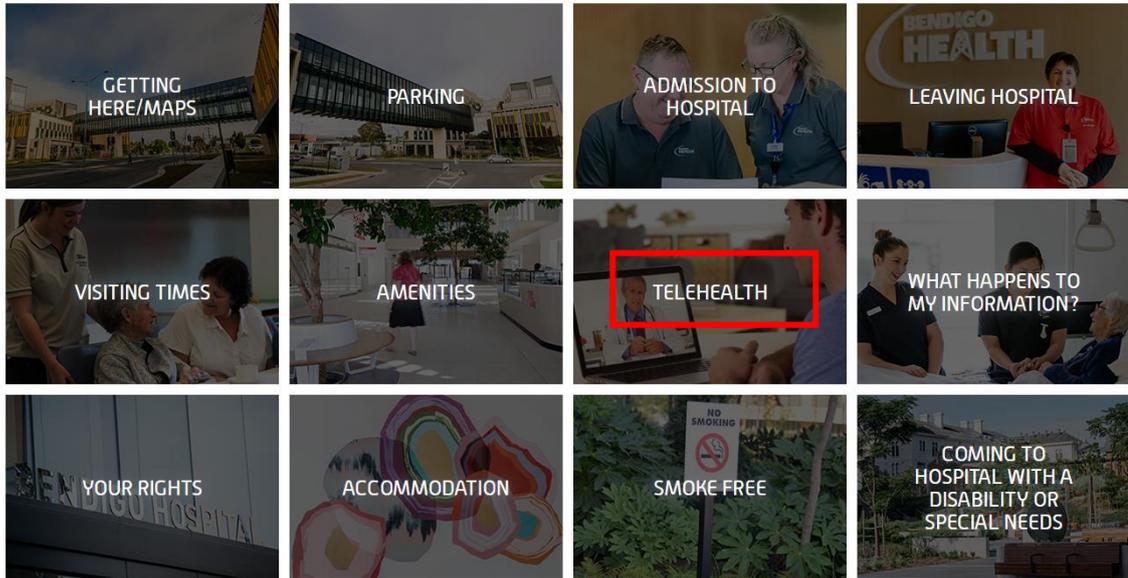
**Computer- Google Chrome required**

**Mobile- Google Chrome not required**

1. Open webpage [www.bendigohealth.org.au](http://www.bendigohealth.org.au) using GOOGLE CHROME only when using a computer. If you’re using a mobile, open your standard browser.
2. Select the “Patient & Families” tab from the top selection panel



### 3. Scroll down & select “Telehealth”



### 4. Select “Enter our Waiting Area”



[Home](#) > [Patients, Families & Friends](#) > [Telehealth](#)

#### Attending your appointment

If you already have an appointment and are ready to attend your Telehealth appointment now, please click the appropriate button below.

Please start your video call 5-10 minutes before your appointment time.

**If you are preparing for your first Telehealth session, click on the service you have your appointment with and run a TEST CALL.**

Start video call by clicking button below

[Enter our Waiting Area](#)

Telehealth is a consultation between a patient and a specialist, and will include the use of an audio and video connection via your computer, mobile phone or tablet. Family members or other health professionals, including your local General Practitioner, may also be involved in the Telehealth consultation.

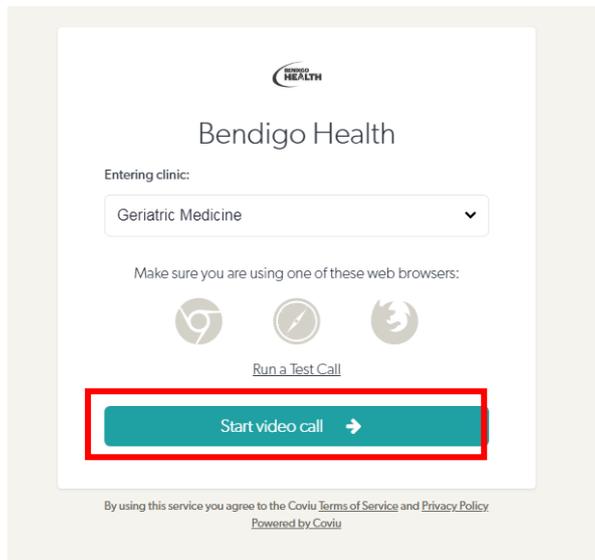
#### Telehealth FAQs

Telehealth is the use of a Video Call between you and a Specialist Clinician to have your healthcare appointment from your home, work or General Practice. Bendigo Health is currently trialling Telehealth with a select group of clinics and services.

[Learn more](#)

#### Telehealth Brochure

5. Scroll down to the relevant department **[Geriatric Medicine]** & select “Start Video Call”



6. Select “Start Video Call” or “Run a test call” if you would like to ensure your sound & picture is working correctly – ***THIS IS RECOMMENDED prior to each consultation***

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



## Geriatric Medicine



**Name** REQUIRED

First Name  Last Name

This should be the name of the person this call is about.

**Phone Number** REQUIRED

Australia (+61)

I accept the [Terms of Use](#) and [Privacy Policy](#) and acknowledge that Healthdirect uses cookies in accordance with its [cookie policy](#).

[Continue](#)

8. Important Information – click “continue” to proceed”
9. You are now in the waiting area and the consultant will connect with you shortly.

If you experience any problems with linking up, please contact the administration contact person listed within your ‘virtual clinic’ on Health Direct.