Government of **Western Australia**
North Metropolitan Health Service
Mental Health, Public Health and Dental Services

Attending your MHPHDS appointment via Video Call

Video Call is 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.

healthdirect
Video Call

Where do I go to attend my appointment?

1. Visit www.nmhs.health.wa.gov.au/Video/Video-MH

2. Select your specialty

You will enter the clinic's online waiting area and your clinician will join you when ready.

There is no need to create and account.
No information you enter is stored.

What do I need to make a Video Call?

✓ **A good connection to the internet**
If you can watch a video online (e.g. YouTube) you can make a video call.

✓ **A private, well-lit area where you will not be disturbed** during the consultation

✓ **A recent version of a supported web browser**
Google Chrome, Microsoft Edge, Apple Safari and Mozilla Firefox.

✓ **Web-camera, speakers and microphone**

See over for more information on how to make a Video Call.

Is it secure?

Video Call is secure; your privacy is protected.

You have your own private video room, that only authorised clinicians can enter.

How much does it cost?

Video Call is free for patients that hold a valid Medicare card (except for your internet usage).

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A 20 minute Video Call uses about 230 MB on a mobile device, and 450 MB on a PC, similar to Skype® or FaceTime®.

That's less than half of what you would use watching a YouTube video in High Definition.
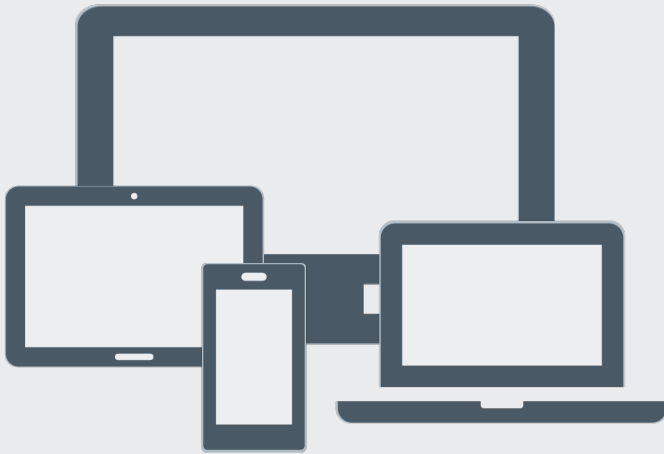
Data use is less when on lower-speed internet connections, and increases when there are more than two participants in a call.

Smartphone & tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

Get ready to make a Video Call

Make sure you use a recent version of one of the following browsers:

Google Chrome
(Windows, Android, MacOS, iOS 14.3+)

Microsoft Edge
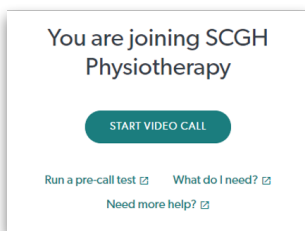(Windows, Android, MacOS, iOS 14.3+)

Apple Safari
(MacOS, iOS)

Mozilla Firefox
(Windows, Android, iOS 14.3+)

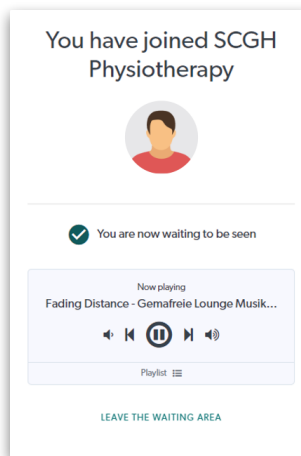## Go to your specialty's Video Call clinic

1 Click **Start Video Call**

You are joining SCGH Physiotherapy

START VIDEO CALL

Run a pre-call test ☑   What do I need? ☑
Need more help? ☑

2 Enter name and phone number when prompted

You are joining SCGH Physiotherapy

Patient/Client Name (the person this call is about) REQUIRED

First Name   Last Name

Phone Number

Australia (+61)

☐ I accept the Terms of Use ☑ and Privacy Policy ☑
and acknowledge that Healthdirect uses cookies
in accordance with its Cookie Policy ☑

CONTINUE

3 Enter the clinic's online **Waiting Area**

You have joined SCGH Physiotherapy

✓ You are now waiting to be seen

Now playing
Fading Distance - Gemafreie Lounge Musik...

Playlist ☰

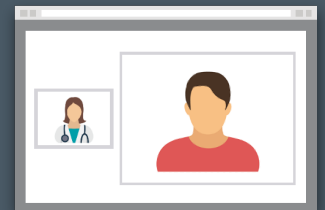LEAVE THE WAITING AREA

4 Clinician arrives and consultation proceeds

! What do I do if something is not working?

Call NMHS Telehealth on **6457 7991**, or
Go to **vcc.healthdirect.org.au/troubleshooting**

To test your device before your appointment, visit **vcc.healthdirect.org.au/precall/**