





# Patient instructions: Attending your appointment via a video consultation

## 1. Checking your device for suitability – Requirements





- A computer (or iPad, tablet or smartphone) with an internet connection
- A webcam, microphone and speakers (all built-in or plug-in is fine)

### 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](http://www.whatismybrowser.com)

-  **Google Chrome Version 80+**  
(Windows, Android, MacOS)
-  **Apple Safari Version 12+**  
(MacOS, iOS)
-  **Firefox Version 75+**  
(Windows, Android, MacOS)
-  **Microsoft Edge Version 80+**  
(Windows MacOS)
- Microsoft Edge Version 44+**  
(Android)

Make sure you are using one of these web browsers:



NOTE: You can download the latest version for your browser at [www.petermac.org/telehealth](http://www.petermac.org/telehealth). Click onto 'Start video call' and choose the appropriate icon to update for Chrome, Safari, Firefox or Edge, as shown above. Follow the on screen prompts to download.

## 2. Prior to consultation - Conduct a test call to ensure your device is suitable

- On your device you can conduct a test call at any time. Refer to 'Step 1 above' to check for suitability.
- Always run the test call on the same device that you intend to use during your video consult.
- iPad and iPhone users must use **Safari**, all other devices must use **Google Chrome, Firefox or Edge**.
- Got to [www.petermac.org/telehealth](http://www.petermac.org/telehealth)
- Select **Test call**
- During the **Test call** you may be asked if Healthdirect can access your microphone and camera. Always select allow, otherwise the test call will not work. When complete you must **close** this TAB.
- If Precall Test was unsuccessful and you have another device available, try above step on other device.
- If you experience any issues, refer to below 'Having trouble?' section for contact information.



Test call

## 3. On the day – Start the video call at least 5 minutes prior to your appointment

- Restart your device before proceeding.
- Use **Google Chrome, Firefox, Safari or Edge** browser dependent on the device you are using.
- Got to [www.petermac.org/telehealth](http://www.petermac.org/telehealth)
- Select **Start video call**
- Select a clinic to enter, click onto **(1) Parkville telehealth (All Clinics North Melbourne)**.
- Select **Start video call** again
- If prompted, allow access for your microphone and camera, otherwise the video call will not work.
- Enter the patient's first name, last name and a contact phone number (if we need to contact you during the video consult). Accept the terms of use then select **continue** and **continue** a second time.
- You have now joined the call queue in the online waiting room.
- **Like any appointment, there can be a wait** - you'll be using very little internet data as you wait online.
- The clinician will pick up your video call when they are ready to commence the consultation.



Start video call ▶

## Devices not compatible for video consultation

Unfortunately video calls are currently unavailable using: Oppo A73 and Xiaomi mobile phones.

## Having trouble?

- Contact the Peter Mac Telehealth Administration Officer during standard business hours on (03) 8559 7578 or via email: [telehealth@petermac.org](mailto:telehealth@petermac.org)
- Or your Patient Navigator, visit [www.petermac.org/location/melbourne/your-patient-navigator](http://www.petermac.org/location/melbourne/your-patient-navigator).