

Telehealth - Video Call Information

What is a Video Call Appointment?



An online appointment with your clinician and an interpreter through a video call.

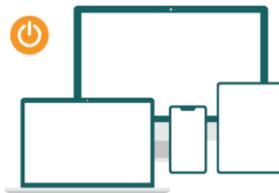
Things to do before your Video Call Appointment

01



Make sure you have a good and stable internet connection, WiFi is best.

02



Make sure your computer, tablet or smartphone is turned on and ready.

03



Make sure you are in a room with good lighting, is quiet and can give you some privacy.

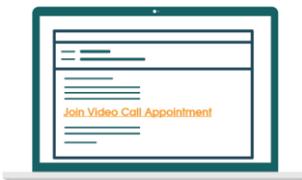
04



Check your Video Call Appointment is in your email.

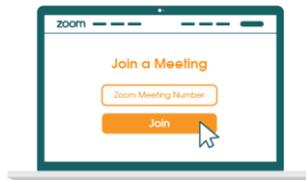
Join your appointment 5-10 minutes early

01



Open appointment email and click **Join your video call appointment via Zoom**

or



Go to <https://zoom.us/join> and type in your 9 to 11 digit Zoom Meeting Number and Password

02



Click **Join with video** and **Join with audio**.

03



You will now be in your online waiting room.

Frequently Asked Questions

01

What happens if my video call drops in the middle of my appointment?



02

What happens if I can't hear others speaking to me?



03

What happens if they can't hear me speaking to them?



04

What should I do if they can't see me?

