

Attending Specialist Outpatient video call appointments at the Women's and Children's Health Network



For more information

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Government of South Australia

Women's and Children's
Health Network

Introduction

What is a Video call appointment ?

A Video Call is the secure transmission of a clinical appointment by videoconference over the internet. This is a way for you to have consultations with health care professionals without the need to travel to the hospital. You may also know it as Digital Telehealth, Video call, Video Conference or by the name of the product platform used to deliver the service. The Women's and Children's Health Network (WCHN) is currently trialling the platform Health Direct.

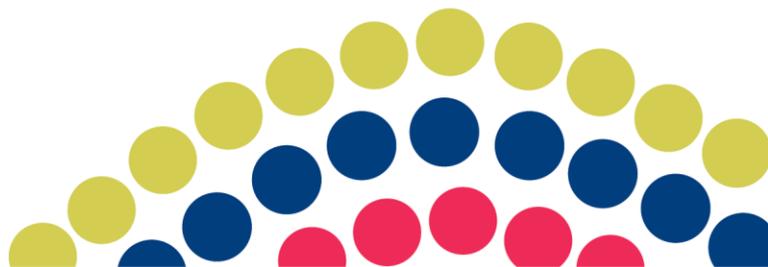
WCHN has used video call systems over the years particularly to support consumers in rural and remote areas. In response to the COVID-19 outbreak we have increased video call Specialist Out-patient Appointments to reduce unnecessary physical attendances.

This document addresses the most commonly asked questions consumers may have if they are asked to attend a video call appointment as an outpatient. The first section includes the general questions consumers may have about video call appointments. The second section provides tips to make the most of a video call appointment.

Your Feedback

The WCHN wants to ensure your Video call appointment is a positive experience and we will seek your feedback at the end of each appointment to ensure we continuously address matters. The survey is anonymous and used to evaluate our services only. If you would like to provide any further feedback we would encourage you to use our feedback processes particularly if you have any concerns about our services. For further information refer to our website

<http://www.wch.sa.gov.au/support/consumer/feedback.html>



Frequently Asked Questions

This section includes questions that consumers may have about video call appointments in general.

Why is the hospital using video call appointments?

There are lots of benefits to using video call appointments including:

- Saving consumers time and money by removing the need to travel to an appointment.
- Giving consumers the flexibility to have their appointments in a convenient place to them.
- Reducing disruption to a consumer's day, by reducing the amount of time they need to attend an appointment.
- Reducing the spread of infectious diseases such as COVID-19, by avoiding face-to-face contact.

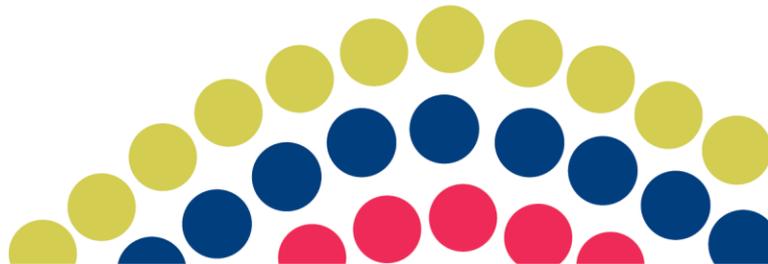
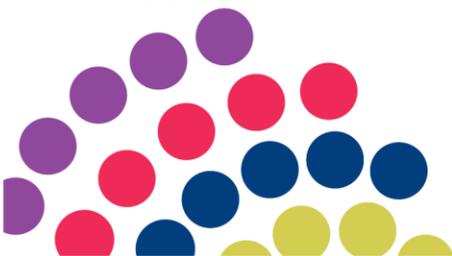
Why is the WCHN using video call appointments as part of its COVID-19 response?

Using video call appointments supports with the COVID-19 response by:

- Preventing the transmission of the disease, by reducing the need for physical attendance at health care sites.
- Enabling clinicians to see consumers who are unable to travel, this includes consumers who are in at risk groups or who need to self-isolate.
- Enabling clinicians to work from home, this includes staff in at risk groups, those who are self-isolating or those who are experiencing travel difficulties.

I have been offered a face-to-face appointment but do not want to come in because of COVID-19. What should I do?

- Some face-to-face appointments will be necessary over this period. The decision on whether an appointment will take place face-to-face, on a video call or by telephone will be following review undertaken by an expert clinician and will be based on your individual care needs.
- If you are worried about attending a face-to-face appointment, please contact the clinician, who may be able to offer you an appointment either by telephone or video call instead.
- If you think you have COVID-19 you should cancel your appointment and make sure you are following official advice, such as the information included on the [SA Health Internet](#) page.
- It is important that you let us know if you need to cancel your appointment, so that we can use the time to care for other consumers.



Are video consultations right for me?

- Video call appointments are suitable for many consumers who do not need a physical examination and who are able to communicate via video. Clinicians will only invite consumers to a video call appointment if they believe it is suitable for the consumer.
- Consent is vital. If at any time a consumer would like to end the video call appointment, they should advise the clinician they would like to end the video call and arrange another appointment.
- You do not have to accept the offer of a video consultation, you will be offered a telephone or face-to-face appointment if that is your preference.

Can a family member, carer or friend join me for my video call appointment?

Yes. The consumer should inform the clinician at the start of your appointment so they know who is in the room.

- If a consumer needs someone to join the appointment and they are not in the same location consumers should advise the staff at the very beginning of the call to enable a link to be sent for them to join. Consumer's must have the individual's email address or mobile phone number ready so that a link can be sent enabling them to join your appointment.
- Please do not send the link provided to another person as it may cause delays in connection.

What equipment do I need for a video call appointment?

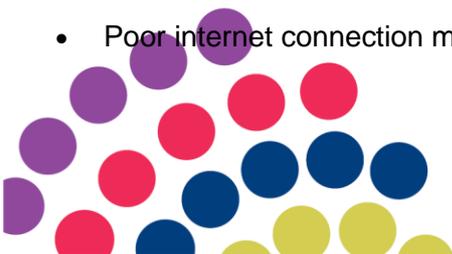
- Consumers can access video call appointments on a smartphone, tablet or laptop/computer. The device must have an inbuilt microphone and camera, however some people find they get better call quality using an external headset. Consumers will need to be connected to the internet through Wi-Fi, 3G, 4G connection. Use the Google Chrome web browser (recommended) or Firefox web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone. If using an Apple desktop or laptop (MacOS), or iPad or iPhone use the Safari web browser.
- It is a good idea to test your equipment before your appointment. This can be done by using the link and connecting to the "Run a Test Call" area.

What happens if I am late for my video call appointment?

- Consumers should be ready to start the video call at the scheduled times. If a consumer is late then they may need to reschedule the appointment by contacting the relevant clinic.

What are the disadvantages of video call appointment?

- Video call appointment may not always be clinically appropriate.
- Poor internet connection may cause the video or audio to fail.



How secure and private is a video call appointment?

- Video calls are secure and conducted in a private room, with only authorised staff.
- Your personal information will be private and confidential.
- The appointment will not be recorded and images will not be captured.
- No information a consumer enters is stored.
- The same privacy provisions and legislation relevant to traditional appointments apply to all video call appointments.

How do I access my video call appointment?

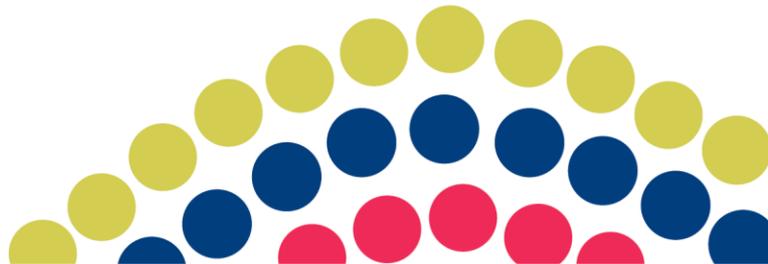
- Consumers will be sent a link via SMS or email.
- There is no need to create an account.
- The clinic will be notified when the consumer arrives, consumers will be placed on hold in a virtual waiting area until staff are available to join.

How much does a video call cost?

- There is no cost to you for the appointment, you may be asked to give consent for the appointment to be bulk billed to Medicare.
- Video call appointment will use some of your internet data. Consumers will not use any data while waiting in a virtual waiting room for their appointment to start.
- A video call appointment uses less than half of the data that is used while watching a YouTube video in High Definition. That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to Skype® or FaceTime®. Usage is approximately 0.077GB per 10 minutes. This is similar to Skype and Facetime usage.
- Smartphone & tablet users are advised to connect to a home or other Wi-Fi network to avoid using your mobile data allowance.

What happens if I lose connection during my video consultation?

- If the connection is lost during a call, try clicking the "refresh" button and the call appointment will be refreshed. You may need to log back in through the virtual waiting room.
- If the issue continues you may be asked to continue to an appointment on the telephone instead.



TIPS TO MAKE THE MOST OF A VIDEO CALL APPOINTMENT.

Environment

- Ensure the area for the video call appointment is as private as possible and quiet enough for you to hear the staff
- Ensure you are comfortable
- Normal room lighting is usually sufficient; avoid bright lights or direct sunshine behind any participant if possible.
- Web cameras can work well in low light conditions

Microphone and Speakers

- Ensure participants are positioned close to the microphone and that speakers are well positioned and turned on
- Echoing can be an issue in some locations with bare walls and no carpet etc. A practice connection is recommended if this may be an issue
- Laptop microphone may not be adequate for more than a one on one video conversation
- Noise cancelling headsets may be beneficial for noisy environments

Camera

- Place the camera in a location where you are able to stay within camera view.
- Position the camera at eye level where feasible, to provide the most natural call experience.
- Stay centred in the camera view during the appointment.
- Cameras perform better with good lighting.

Call Quality

- To make sure of the best video quality, shut down other apps. Even if you've got a relatively speedy internet connection, it's a good idea to limit the other demands on your web link while you're making a video call.

During the call

- Always remember that the other participants can see you, act like they're in the room with you.
- Maintain eye contact by looking at the camera as often as possible.
- Try to maintain an even voice volume – speaking too loudly into a microphone may distort your voice.
- As in face to face consultations, ensure all participants, at both sites are introduced prior to the commencement of the discussion.
- When you talk, look at the camera, not at the screen. This helps other participants engage more effectively.
- Remember there is frequently a small amount of lag in conversations to avoid people talking over each other.
- Be patient, and allow other participants time to finish speaking.
- Never record the video call.

