

INFO SHEET

Your Telehealth appointment

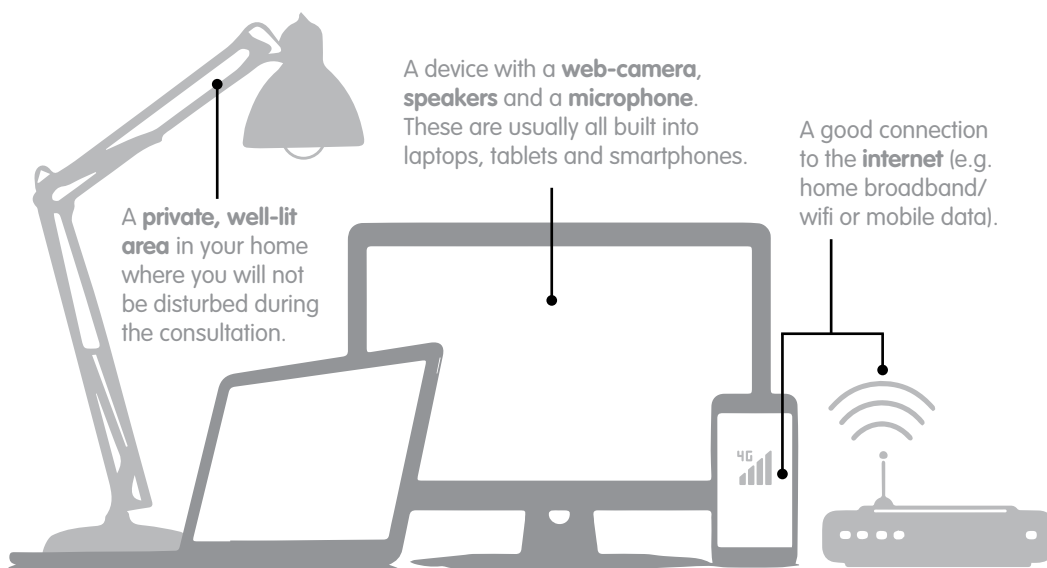
We are offering you an appointment where you can see and talk to us without coming into the Centre. We do this by a video between two computers/devices (for example computer, smartphone or tablet).

Where does this take place?

You will join your appointment either from your home or possibly when you are with other staff at their clinic. We will tell you where the appointment takes place when we make the time with you.

You join the appointment by clicking on a link that is sent to your email address.

What equipment do I need to make a video call?



Tip: Desktop computers often need external hardware like a web-camera that is plugged in, to allow video calls.

Tip: If you can, we recommend that you connect to your home broadband/wifi network to avoid using your mobile data allowance.

Is it secure?

The platforms that we use (Zoom or Microsoft Teams) are encrypted and the risk of interception is very low, but there is a possibility. To reduce this risk please do not use the telephone, message or file sharing features of Zoom or Microsoft Teams.

You can join your telehealth appointment without needing to sign up with an account for the platform provider.

Getting ready for your Telehealth appointment

1. Staff will phone you to discuss and confirm you are happy for a video call.
2. You will receive an email containing a link to click on. Example screenshots are below.

[NAME] is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://us02web.zoom.us/j/87932183971?pwd=Y1I2d1pPQk9HbnBNWDZVNWZBQlV2QT09>

Meeting ID: [Meeting ID]



Passcode: [Passcode]

[Join Microsoft Teams Meeting](#)

[Learn more about Teams](#) | [Meeting options](#)

- If you are on a computer you just need to click this link, no account is needed.
- If you are using a smartphone or tablet and it is your first time using Zoom or Microsoft Teams we recommend you install the app before your telehealth appointment, then click **Join Meeting** or **Join**.

Tip: It is possible to copy and paste the meeting link into your browser without the app.

3. Ensure you have a good internet connection.
 - If at home ensure others aren't streaming or downloading content.
4. Prepare your surroundings (if possible), and consider your privacy.
 - Please have your glasses and hearing aids ready if you need them.
5. 5-10 minutes before your appointment time, open your telehealth appointment email and click on the link.
 - If joining via computer, select **Join with video** or  then **Join with audio** or .
 - If joining via phone or tablet, enable your video and microphone then select **Join**.
6. That's it – you should be in the 'waiting room' ready to start your telehealth appointment with your health professional.

Contact your health professional by phone if you are having difficulties or if you would like a 'test run' prior to your appointment.

Troubleshooting

Sound

You can't hear others?

Check your device:

- is your volume turned up?
- are your speakers or headset (external devices) plugged in and switched on?

You are hearing an echo?

If using external speakers:

- position them further away from your computer
- reduce the volume.

Others can't hear you?

Is your microphone:

- muted?
- plugged in? (external devices only)

Sight

Others can't see you?

Check your web camera:

- is it plugged in? (external devices only)
- Is it being used by other software (e.g. FaceTime)?
 - if so, close this application.

Poor image or sound quality

- Check your internet connection:
 - If others on your network are using the internet at the same time, especially for activities that use a lot of data (streaming TV, video calls), it can cause issues with the quality of the image and sound.
- Is your modem/router working?
- Get closer to your modem.

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