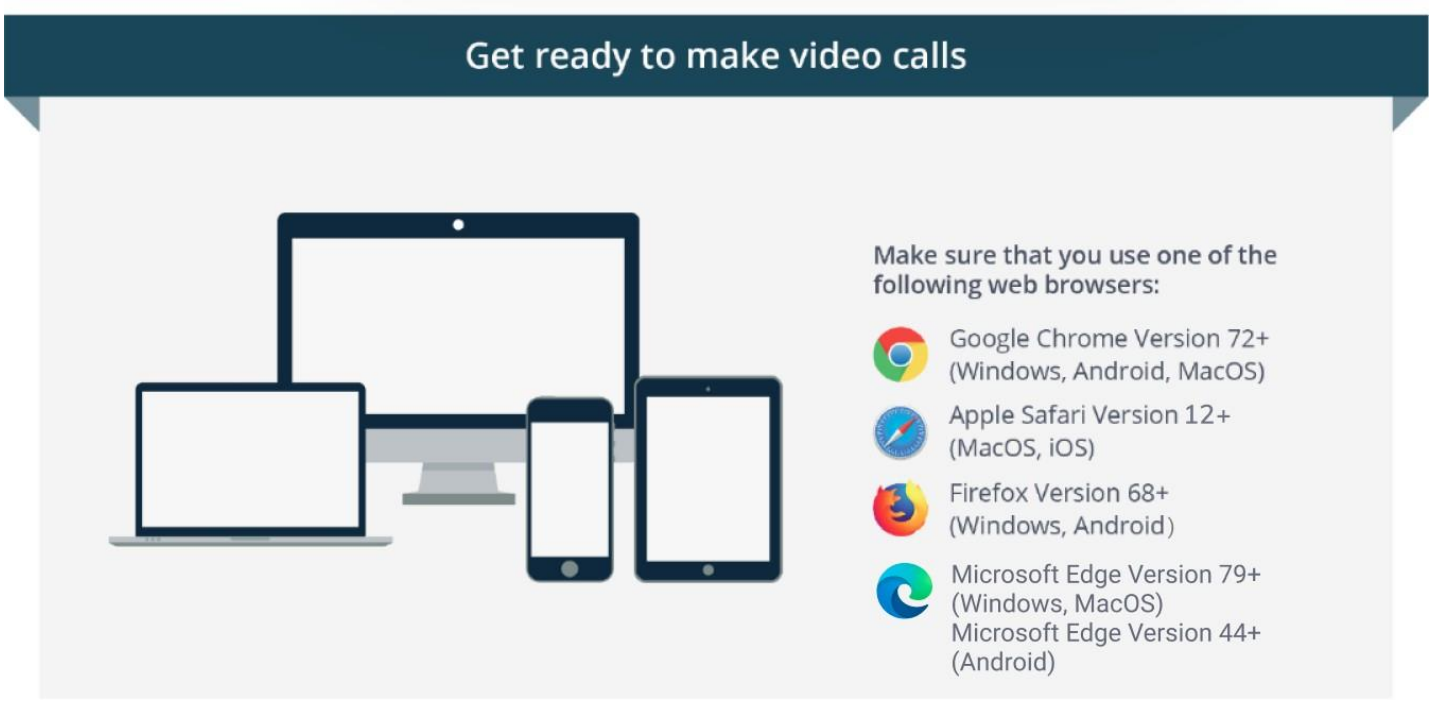
Healthdirect Video Call

What equipment do you need to make a video call?

Watch the video:

https://help.vcc.healthdirect.org.au/conductavideocall/whatyouneedtomakeavideocall

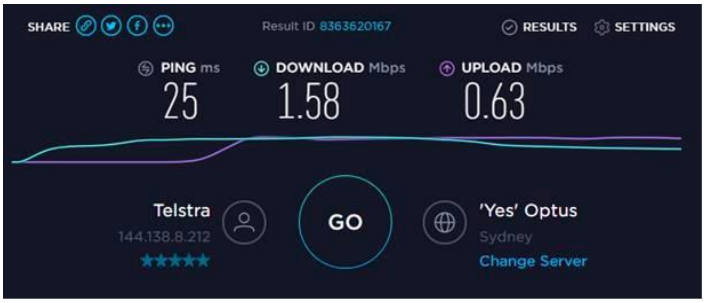


Computer users will need

- A **web camera** - built-in or attached using a USB port
- A **microphone** - usually built in to most laptops and external webcams
- **Speakers** and **headsets** - speakers are usually built into most laptops, but not necessarily into external webcams
- (*Recommended*) A **second monitor** - so that providers can display the video consultation on one monitor and patient information on the other

Everyone will need

- A **reliable connection to the internet** - if you can watch a video online, you can make a video call
- A **private, well-lit area** - where you will not be disturbed during the consultation
- An **internet connection** - you need a minimum of 350Kbps bandwidth per video stream
  Use **speedtest.net** to make sure you have enough bandwidth



Make a test call

Run a **pre-call test** to make sure your equipment is set up and working correctly.

The Video Call test will check your network connectivity and device setup. If there are any issues, you will be prompted to troubleshoot the relevant parts.

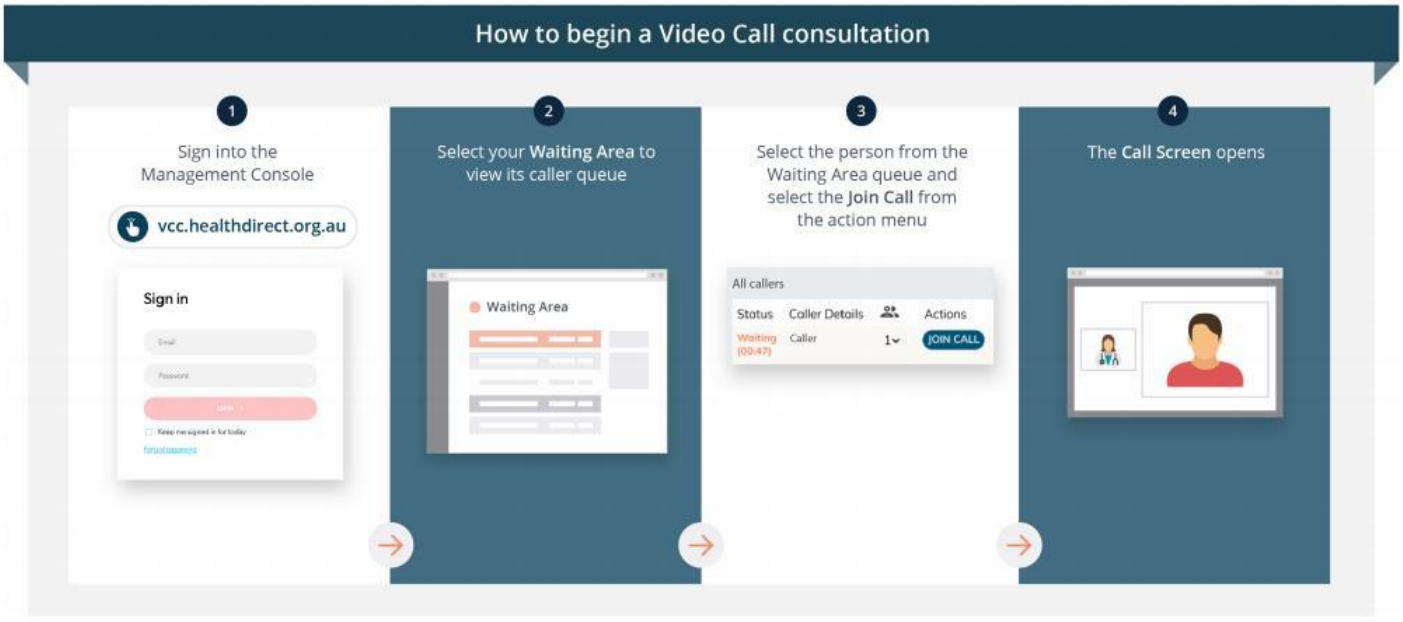
Join a Video Call and see your patient - (For Clinicians)

Watch the video:

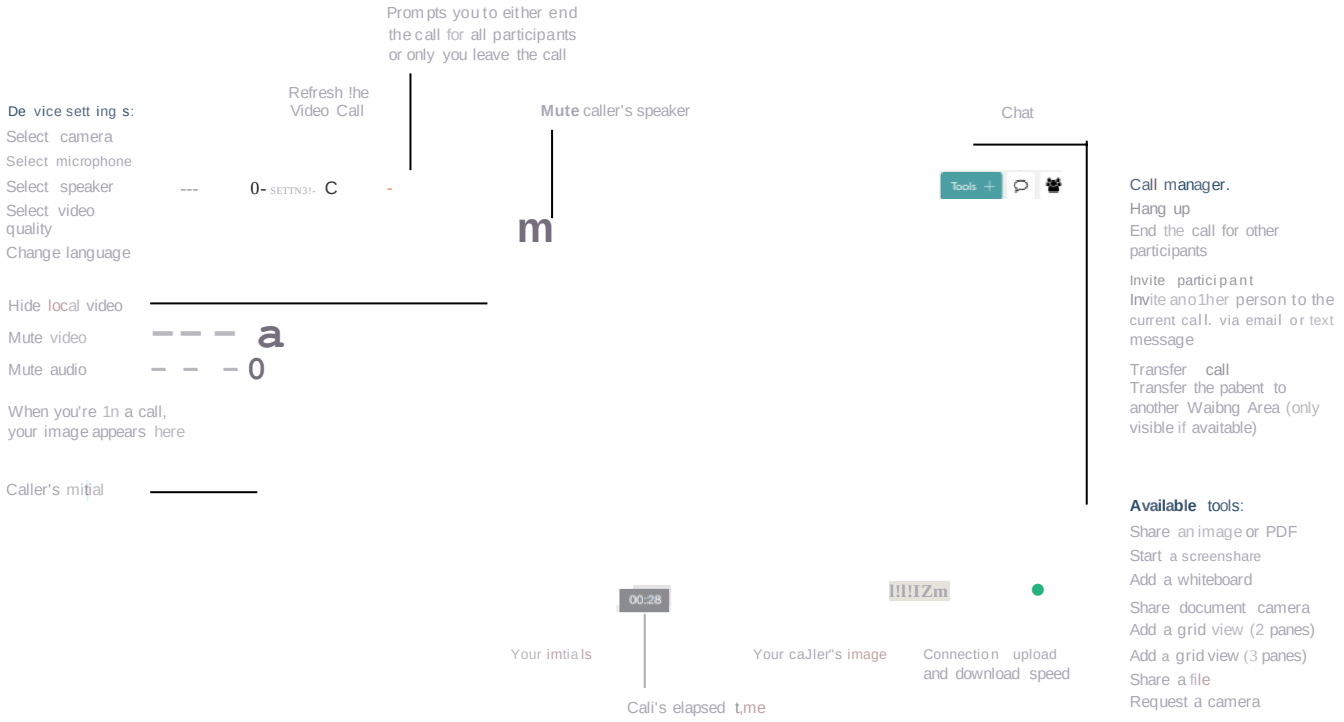
https://help.vcc.healthdirect.org.au/conductavideocall/join-a-video-call

Further resources:

Clinician: Step by step Video Call Guide



Video Call: Call Screen



Video Call: Troubleshooting

Issues in a call? Click ref resh. (C R EFRESH)

Does your device meet these minimum requirements?

Windows **PC**
i5 processor with 3GB of RAM Windows 7 or later

D App l e Mac
i5 processor and 3GB of RAM MacOS 10.12 (Sierra) or later

D Android tablet or smartphone
Android 5.1 or later

D Apple iPhone or **iPad**
iOS 12 or later

Latest web browser?

Check version at www.whatismybrowser.com

f) Google Chrome Ven,ion 74,.
(Windows, Android, MacOS)

• Apple Safari Version 12-t
(MacOS, iOS)

Jt\ Firefox Ver sion 69+
" (Windows , Android, MacOS)
Mic rosoft Edge version 79+
(Windows MacOS)
Microsoft Edge version 44+
(Android)

'4$ Can't hear others?

Speaker s/he adset:

Volume at aud ib le level ?

(If external) Plugged in securely?

(If powered) Switched on?

Correct speakers/ headset selected?
Check correct Budio output selected in computer settings.

Hearing an echo?
If using exterool spookers position them further away from your computer and reduce the volume. T,y using a headset or headphones if the echo persists.

More: vcc.healthdirecLorg .au/ s aker

0 Can't see?

Web camera:

(If external) Plugged in securely?

Chrome using the correct camera?
Click camera icon in Call Screen's address bar; check access and selected camera.

Other software using the camera"?
(Exampla,: Skype also running)
Quit other application but may require computer reboot.

Firewall settings allow video stream?
If you are still experiencing issues spook to your IT department.

More: vcc.healthdirecL org..au/ camera

f Others can't hear you?

Microphone :

(If externBi) Plugged in securely'/

Correct mic ropho ne se lect ed?
Check correct audio input selected in computer settings.

Chrome using the correct microphone? *Click camera icon in Call Screen 's address bar; check access nnd selected microphone.*

Muted?
Either Call Screen, or device1s aud io setti ngs.

Other software using the microphone?
(Exampls: Skypai also running)
Quit other application bur may require computer reboot.

More: vcc.healthdir ect.org.au/m ic

"o/' Poor image/sound quality?

Connect ion to Intem et okay?
Check speed and latency at www .spoodtest.net
Minimum speed is 350Kbps upstream nnd downstTeam.

Others on the network using lots of bandwidth?
(Exampl9: oth9f' vidQo cal s in p)

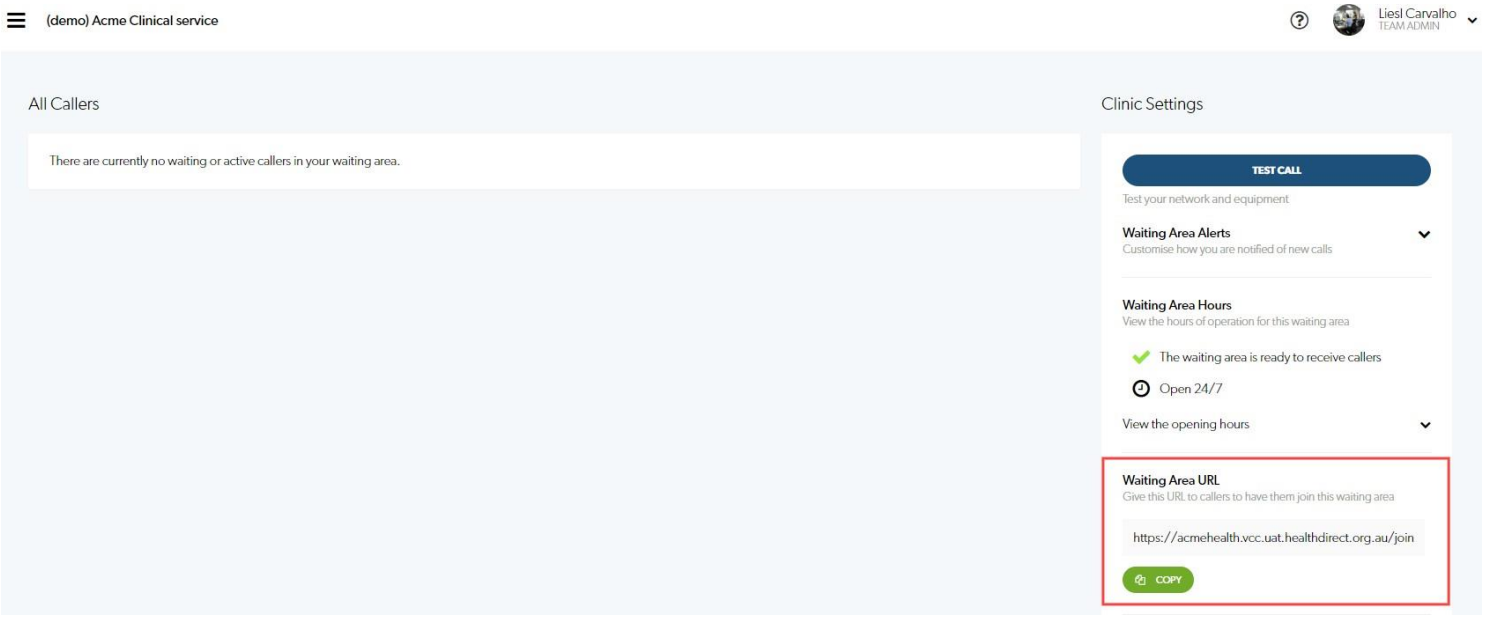
Modem/router working properly?
(Wireless nerworl<) Get closer to access point. Ensure you have line of sight and are close to an access point.

Further troubleshooting

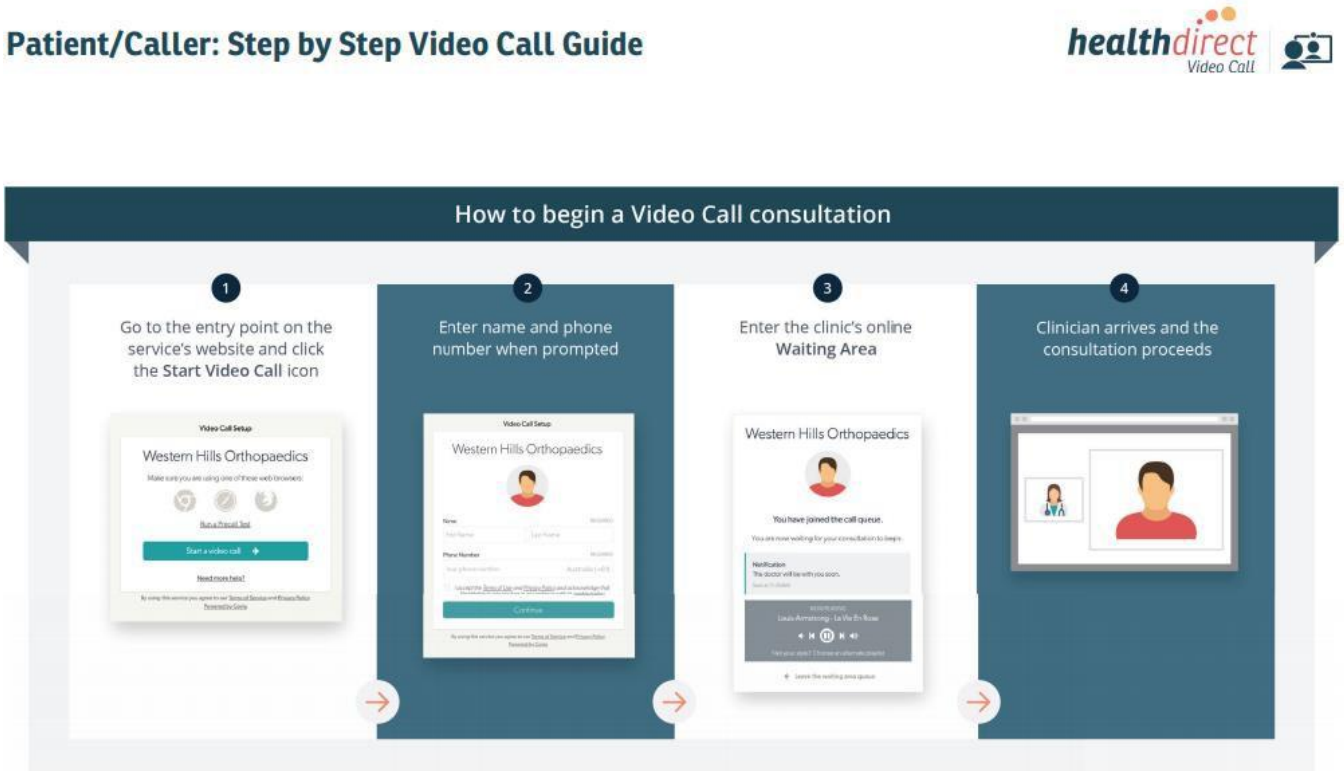
vcc.healthdirect.org.au/makingcalls

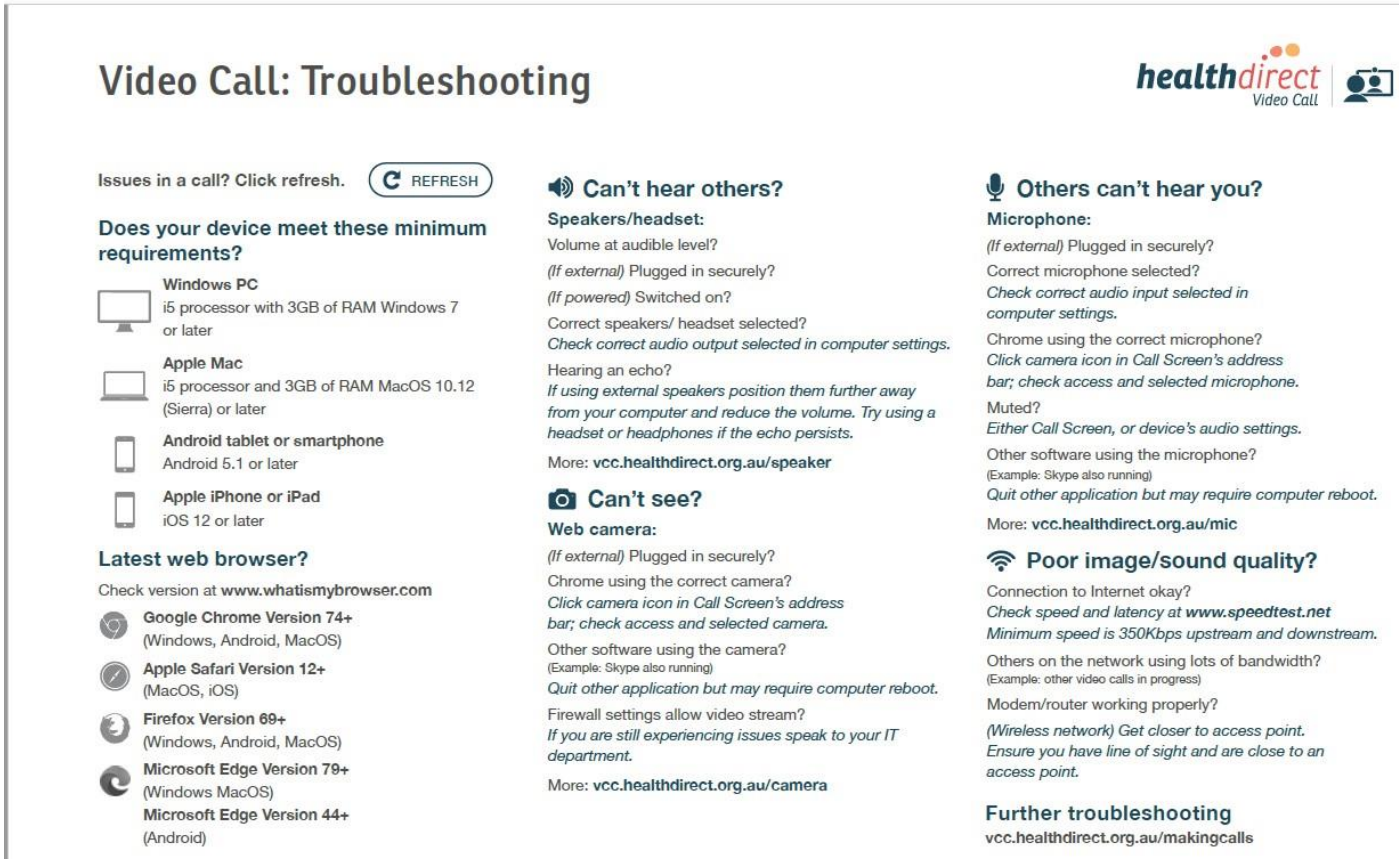
Information to provide to your patients

If your website is not yet ready, give your patients the Waiting Area URL, found under Clinic Settings in your Waiting Area dashboard page.



Click on **Copy** to allow for easy copying and pasting into an email message or other communication.





Video Call: Troubleshooting

healthdirect Video Call

Issues in a call? Click refresh. REFRESH

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**

Google Chrome Version 74+ (Windows, Android, MacOS)

Apple Safari Version 12+ (MacOS, iOS)

Firefox Version 69+ (Windows, Android, MacOS)

Microsoft Edge Version 79+ (Windows MacOS)
Microsoft Edge Version 44+ (Android)

Can't hear others?

Speakers/headset:

Volume at audible level?

(If external) Plugged in securely?

(If powered) Switched on?

Correct speakers/ headset selected?
Check correct audio output selected in computer settings.

Hearing an echo?
If using external speakers position them further away from your computer and reduce the volume. Try using a headset or headphones if the echo persists.

More: **vcc.healthdirect.org.au/speaker**

Can't see?

Web camera:

(If external) Plugged in securely?

Chrome using the correct camera?
Click camera icon in Call Screen's address bar; check access and selected camera.

Other software using the camera?
(Example: Skype also running)
Quit other application but may require computer reboot.

Firewall settings allow video stream?
If you are still experiencing issues speak to your IT department.

More: **vcc.healthdirect.org.au/camera**

Others can't hear you?

Microphone:

(If external) Plugged in securely?

Correct microphone selected?
Check correct audio input selected in computer settings.

Chrome using the correct microphone?
Click camera icon in Call Screen's address bar; check access and selected microphone.

Muted?
Either Call Screen, or device's audio settings.

Other software using the microphone?
(Example: Skype also running)
Quit other application but may require computer reboot.

More: **vcc.healthdirect.org.au/mic**

Poor image/sound quality?

Connection to Internet okay?
*Check speed and latency at **www.speedtest.net***
Minimum speed is 350Kbps upstream and downstream.

Others on the network using lots of bandwidth?
(Example: other video calls in progress)

Modem/router working properly?

(Wireless network) Get closer to access point. Ensure you have line of sight and are close to an access point.

Further troubleshooting

vcc.healthdirect.org.au/makingcalls

For further assistance please contact one of the following:

Eastern Melbourne PHN (EMPHN)

Phone (03) 9046 0355

Healthdirect

videocallsupport@healthdirect.org.au

Phone 02 8069 6079