Telehealth Consultation Client Information

In order to provide healthcare services via telehealth, we are utilising a purpose-built health consultation video platform, which allows continuity of care, privacy and security. Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing across mobile devices, desktops, telephones, and room systems.

Zoom does require a small web browser client, or mobile phone app to be installed on the chosen device before a participant will be able to join a virtual session. It will also require access to the microphone and web cam on the participant's chosen device.

Minimum System Requirements (mobile device, tablet or computer):

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth
- A webcam or HD webcam - built-in or USB plug-in If accessing from a mobile device, please download and install the Zoom app:

If accessing from a desktop computer / laptop, the web browser client will download automatically the first time a participant tries to connect to a session. It can be downloaded ahead of time below:

Web browser app for desktop / laptop computers: https://zoom.us/client/latest/ZoomInstaller.exe

If accessing from a mobile or tablet device, the relevant app will need to be downloaded ahead of time, using the relevant link below:

Google Play: https://play.google.com/store/apps/details?id=us.zoom.videomeetings

App Store: https://itunes.apple.com/us/app/id546505307

Before attending your session, please ensure you have read the important information outlined in **Acknowledgement for Participation in Telehealth** on the next page.

When you are ready to enter the session, please follow the instructions outlined in **Accessing your Telehealth Consultation.**

For any enquiries or questions regarding accessing this virtual session, please contact the Clinic on 1300 171 715.

Ramsay Health Care

Acknowledgement for Participation in Telehealth

Ramsay is using the Zoom App to deliver virtual therapy to you by way of video consultation.

There are some important things that you need to know regarding this:

- **You will need to agree to the Zoom platform Terms and Conditions**
- **You will be required to turn on video when entering the virtual session**
- **Your privacy and confidentiality are of the utmost importance**
- **Other's privacy and confidentiality also needs to be upheld**

In making the virtual session available to you, we note that:

- Use of the Zoom App is subject to the terms and conditions of the App and the developer's Privacy Policy and will be reliant on your internet access;

- Ramsay does not guarantee the availability or quality of the Zoom App or video stream;

- Whilst all care will be taken to deliver a virtual session in the same way as a face-to-face service, there may be differences to the delivery of this service;

- You are not obliged to participate in the virtual session and may opt, at any time prior to or during the session, to cease participation. This will not affect your rights to ask for and receive health care;

- If you have any outstanding queries or concerns after the conclusion of the virtual session, you should contact the Clinic to discuss your needs;

- Ramsay has the same expectations for client participation and behaviour in the virtual sessions as face-to-face sessions and the same obligations of confidentiality will apply:

    - As a client, you have the right to privacy and confidentiality of your personal information.

    - You must respect the privacy and confidentiality of all participants in the session, as well as following the session. You must not make visual (i.e. photos or video) or audio recordings of the session. Please ensure the session cannot be viewed or overheard by a third party and do not screenshot or record the session.

- All personal information collected, used or disclosed during the session will be managed in accordance with the Ramsay Privacy Policy.

By participating in a Zoom virtual session I acknowledge that I have read the above information and agree to participate in the virtual session on these terms.

Ramsay
Health Care

Preparing for your Telehealth Consultation

We understand that undertaking a clinical appointment via a virtual session can be daunting. Please find some information below to help you prepare for your telehealth consultation.

You can help get the best from a telehealth video consultation by following these simple steps:

1. Avoid wearing brightly patterned or reflective clothing as this may not show up well on camera.
2. If using your computer audio, switch your mobile off or to silent mode.
3. Speak clearly so your voice can be picked up by the microphone. Your normal voice volume is fine.
4. There may be a slight delay in someone speaking and the audio playing, so please allow a few seconds between exchanges. .
5. Try to minimise background noise.
6. Look at the camera so you can achieve good eye contact with the clinician.
7. Ensure good lighting in the room so that your face is clearly visible.

REMEMBER:

A telehealth video consultation will only happen if your clinicians consider it safe and suitable and you are happy to participate in a telehealth video consultation. You are not obliged to participate in the virtual session and may opt, at any time prior to or during the session

No recording will ever be made of your telehealth video consultation.

If you feel unwell at any time during your video consultation, please tell your clinician immediately.

If you have a question or need help during the telehealth video consultation, just ask.

To feel more comfortable with the technology prior to your virtual session, please also follow the steps outlined in **Accessing your Telehealth Consultation – Prior to the session**.

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Accessing your Telehealth Consultation

Prior to the session

1. Prior to the session, please ensure you have either the app or the correct web browser client available on your chosen device. Your chosen device will also need a microphone and camera.

Device	Link to download App
Apple mobile phone or tablet	https://itunes.apple.com/us/app/id546505307
Samsung mobile phone or tablet	https://play.google.com/store/apps/details?id=us.zoom.video meetings
Windows Computer	https://zoom.us/client/latest/ZoomInstaller.exe
Mac Computer	https://zoom.us/client/latest/ZoomInstaller.exe

2. **Once the app is installed, try joining a** test meeting **to become familiar with the Zoom virtual session environment.**
3. **Please ensure you have read and understood the Acknowledgement for Participation in Telehealth form, and agree to participate on those terms. If you are unsure, please contact your Clinic for assistance.**
4. **Ensure you have received the information for your virtual session via email, and can identify your meeting ID and password.**

Invitation to join a video conference

Follow the steps in the relevant instruction sheet below to join the meeting.

Prerequisites

- Each meeting has a unique 9, 10, or 11-digit number called a meeting ID that will be required to join a Zoom meeting
- If you are joining via telephone, you will need the teleconferencing number provided in the invite.

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For Desktop computers / laptops:

🪟 Windows | 🍎 Mac

1. Open the Zoom desktop client.
2. Join a meeting using one of these methods:
   - Click **Join a Meeting** if you want to join without signing in.

zoom

[Join a Meeting]

[Sign In]

   - Sign in to Zoom then click **Join.**

[+]
Join

3. Enter the meeting ID number and your display name.
   - If you're signed in, change your name if you don't want your default name to appear.
   - If you're not signed in, enter a display name.

Join a Meeting

| Meeting ID or Personal Link Name | ⌄ |

| Grant MacLaren | **Enter first name only**

◯ Do not connect to audio
◯ Turn off my video

[Join] [Cancel]

4. Select if you would like to connect audio and/or video and click **Join.**

ramsayhealth.com.au

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For Apple mobile devices and tablets:

ios

1. Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the App Store.

2. Join a meeting using one of these methods:

   - Tap **Join a Meeting** if you want to join without signing in.

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⚙

Start a Meeting

Start or join a video meeting on
the go

● ● ● ● ●

Join a Meeting

Sign Up   Sign In

   - Sign in to Zoom then tap **Join.**

➕

Join

3. Enter the meeting ID number and your display name.

   - If you're signed in, change your name if you don't want your default name to appear.

   - If you're not signed in, enter a display name.

   Enter first name only

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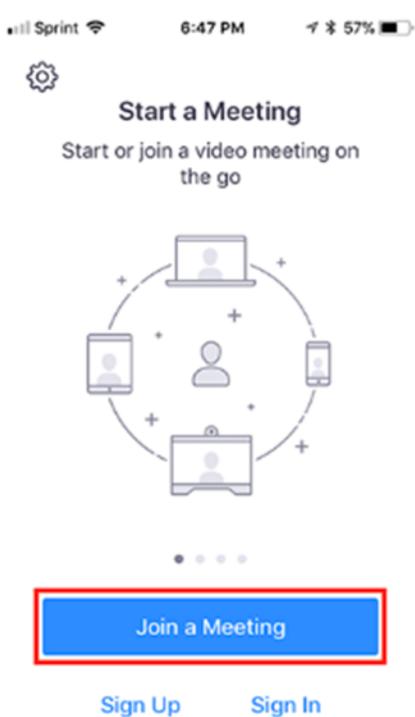
4. Select if you would like to connect audio and/or video and select **Join.**

Enter first name only

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For Android mobile devices and tablets:

Android

1. Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the Google Play Store.
2. Join a meeting using one of these methods:
   - Tap **Join a Meeting** if you want to join without signing in.

zoom

Group Messaging & Mobile Meetings

Sign In

Sign Up   **Join a Meeting**

   - Sign in to Zoom then tap **Join.**

Join

3. Enter the meeting ID number and your display name.
   - If you're signed in, change your name if you don't want your default name to appear.
   - If you're not signed in, enter a display name.   Enter first name only

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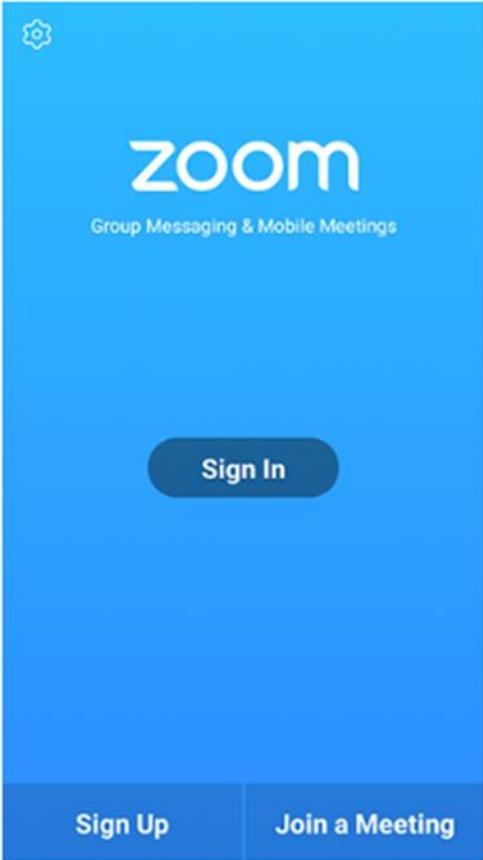
4. Select if you would like to connect audio and/or video and tap **Join Meeting**.
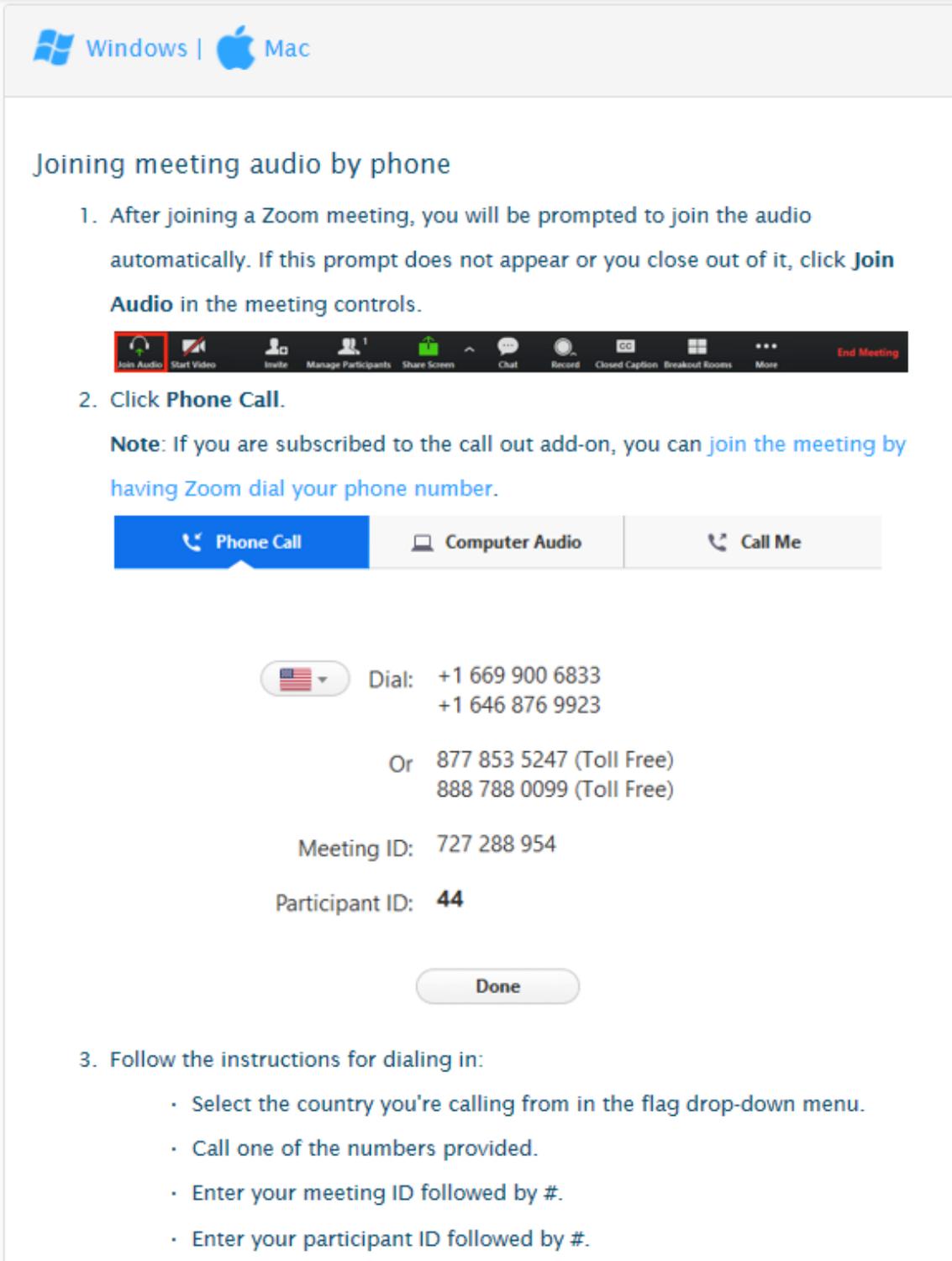
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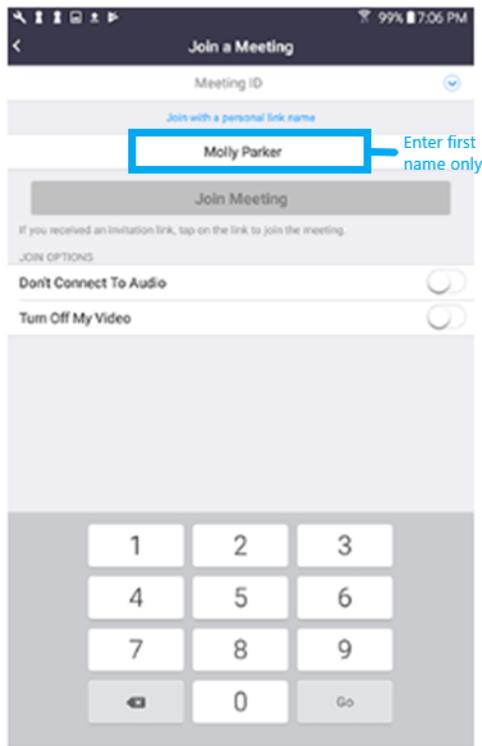
If you have trouble with your computer audio, you can join the Zoom session via phone:

The Australian dial in numbers are:

02 8015 6011 Australia
03 7018 2005 Australia
08 7150 1149 Australia

🪟 Windows | 🍎 Mac

Joining meeting audio by phone

1. After joining a Zoom meeting, you will be prompted to join the audio automatically. If this prompt does not appear or you close out of it, click **Join Audio** in the meeting controls.

2. Click **Phone Call**.

   Note: If you are subscribed to the call out add-on, you can join the meeting by having Zoom dial your phone number.

   | 📞 Phone Call | 💻 Computer Audio | 📞 Call Me |

   Dial: +1 669 900 6833
         +1 646 876 9923

   Or   877 853 5247 (Toll Free)
        888 788 0099 (Toll Free)

   Meeting ID: 727 288 954

   Participant ID: **44**

   (Done)

3. Follow the instructions for dialing in:

   · Select the country you're calling from in the flag drop-down menu.

   · Call one of the numbers provided.

   · Enter your meeting ID followed by #.

   · Enter your participant ID followed by #.

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