



# Attending your appointment via a video call with headspace Shepparton



Where appropriate, you can have your counsellor online via a video call

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

## Where do I go to attend my appointment?

To attend your appointment, go to:

1. Open Google Chrome internet browser
2. <https://vcc.healthdirect.org.au/t/headspaceshepparton/join>
3. Click "Start video call"

Instead of travelling to your appointment, you enter the clinic's waiting area online.

The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

## What do I need to make a video call?

- A good connection to the internet**  
If you can watch a video online (e.g. YouTube) you can make a video call
- A private, well-lit area where you will not be disturbed** during the consultation
- One of these:**
  - Google Chrome web browser on a desktop or laptop (Windows or Mac), or on an Android tablet or smartphone
  - An iPad or iPhone with the free Healthdirect Video Call app installed
- Web-camera, speakers and microphone** (already built into laptops or mobile devices)

See over for more information on how to make a video call.

## Is it secure?

**Video calls are secure; your privacy is protected.** You have your own private video room, that only your counsellor can enter.

## How much does a video call cost?

**The video call is free** (except for your internet usage). However, the regular costs – if any – of a medical consultation still apply.

## How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition

Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.

Data use increases when there are more than two participants in the call.

**Computer, Smartphone & tablet users**

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

## Get ready to make video calls

Desktop/laptop computer  
Android tablet/smartphone



Make sure that you use the Google Chrome web browser.



(Computer users) Make a test call to check web-camera, microphone and speakers some time before your appointment.

Apple iPhone or iPad



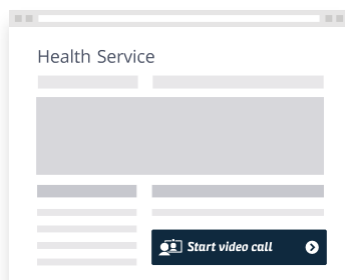
Make sure that you get the free Healthdirect Video Call app from the Apple App Store.



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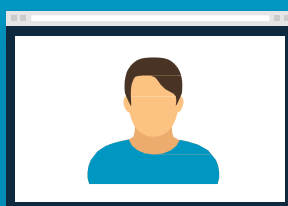
1

On this webpage, click the **Start video call** button and follow instructions



2

Wait in your own private video room



Music plays while you wait  
Please note any advice displayed on-screen

3

Your counsellor sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready



**What do I do if something is not working?**

- Go to <https://vccresources.com.au/troubleshooting>
- Download the troubleshooting mini-poster from <https://vccresources.com.au/checklist>

### More information

If you have any questions or would like to cancel your appointment, please contact headspace Shepparton on telephone 03 58238800

