Kuhudhuria miadi yako kupitia Simu ya Video

Western Health

Ikiwezekana, unaweza kufanya mashauriano yako mtandaoni kupitia simu ya video

Kupiga simu kwa video ni rahisi kama vile kupiga simu, pamoja na thamani ziada ya kufanya mawasiliano ya uso kwa uso.

Inaweza kukupunguzia muda na pesa, na kuleta utunzaji wako karibu na nyumbani.

Je, niende wapi kuhudhuria miadi yangu?

Ili kuhudhuria miadi yako, nenda kwa:

https://telehealth.wh.org.au/

Badala ya kusafiri kwenda kwenye miadi yako, uingie kwenye eneo la kusubiri la kliniki kwenye mtandaoni.

Huduma ya afya inaarifiwa unapofika, na mganga wako ataungana nawe wakati anapokuwa tayari.

Hakuna haja ya kuanzisha akaunti.
Habari unayoingiza haitahifadhiwa.

Je, nahitaji nini ili kupiga simu ya video?

Unganisho mzuri wa mtandao
Ikiwa unaweza kutazama video mtandaoni (k.m. YouTube) unaweza kupiga simu ya video

Sehemu ya faragha, yenye nuru nzuri ambapo hutasumbuliwa wakati wa mashauriano

Moja ya haya:

- Kivinjari cha tovuti cha Google Chrome (kilichopendekezwa) au kivinjari cha Firefox kwenye kompyuta ya mezani au kompyuta ndogo (Windows au MacOS), au kwenye kompyuta kibao ya Android au smartphone ya kisasa
- Kivinjari cha tovuti cha Safari kwenye kompyuta ya mezani ya Apple au kompyuta ndogo (MacOS), au iPad au iPhone

Kamera ya tovuti, spika na mikrofoni
(tayari zimewekwa ndani ya kompyuta ndogo au vifaa vya mkononi)

Tazama upande mwingine kwa habari zaidi juu ya jinsi ya kupiga simu ya video.

Je, ni salama?

Simu za video ziko salama; usiri wako umelindwa. Una chumba chako cha kibinafsi cha video, ambacho waganga tu walioidhinishwa wanaweza kuingia.

Je, simu ya video inagharimu kiasi gani?

Simu ya video ni bure (isipokuwa kwa matumizi yako ya mtandao). Walakini, gharama za kawaida - ikiwa zipo - za mashauriano ya matibabu bado zinatumika.

Je, nitatumia data ngapi ya mtandao?

Hutatumia data yoyote wakati unangojea kwa mweledi kuungana nawe.

Mashauriano ya video hutumia data chini ya nusu ya ile ambayo ungetumia wakati wa kutazama video ya YouTube kwa Ubora wa Hali ya Juu *.

Matumizi ya data ni chini kwenye unganisho wa tovuti ya kasi chini, au ikiwa unatumia kompyuta ndogo, kompyuta kibao, au smartphone ya kisasa ambazo zina nguvu kidogo zaidi. Sababu hizi pia zinaweza kupunguza ubora wa jumla ya simu.

Matumizi ya data huongezeka wakati kuna zaidi ya washiriki wawili katika simu.

Watumiaji wa smartphone ya kisasa & kompyuta kibao
Ikiwa unaweza, unganisha kwa mtandao wa Wi-Fi wa nyumbani au kazi ili uepuke kutumia posho lako la data ya mkononi.

* *Hiyo ni karibu 230 MB kwenye kifaa cha mkononi, na 450 MB kwenye PC kwa simu ya dakika 20, ambayo ni sawa na Skype® au Facetime®*

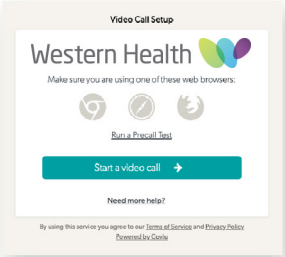
Utayarishe kupiga simu za video

Hakikisha kuwa hutumia moja ya vivinjari vifuatavyo vya tovuti:

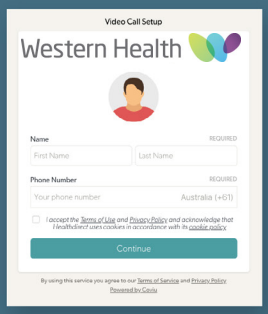
- Google Chrome (Windows, Android, MacOS)
- Apple Safari (MacOS, iOS)
- Firefox 68+ (Windows, Android, MacOS)

Nenda kwenye: https://telehealth.wh.org.au/

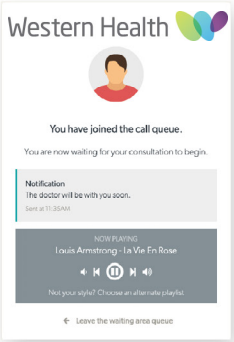
1. Nenda mahali pa kuingia kwenye tovuti ya huduma na bonyeza ikoni ya **Start Video Call** (Anza Simu ya Video)



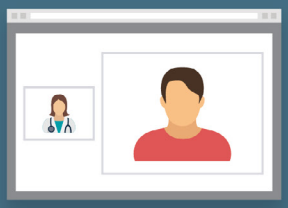
2. Andika jina na nambari ya simu wakati unapoulizwa



3. Ingiza **Eneo la Kusubiri** la Kliniki mtandaoni



4. Mweledi anafika na mashauriano yanaanza



Nifanye nini ikiwa kitu hakifanyi kazi yake?

- Nenda kwa **https://vcc.healthdirect.org.au/troubleshooting**

Habari zaidi

If you require further assistance with making your video call, please call the telephone number listed on your appointment notification – letter, SMS, email.

Alternatively, please contact Western Health on (03) 8345 6666

This translation was provided courtesy of All Graduates INTERPRETING & TRANSLATING

healthdirect Video Call

Attending your appointment via a Video Call

Western Health

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

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

It can save you time and money, and brings your care closer to home.

Where do I go to attend my appointment?

To attend your appointment, go to:

https://telehealth.wh.org.au/

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 (recommended) or Firefox web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone
  - Safari web browser on an Apple desktop or laptop (MacOS), or iPad or iPhone
- **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 authorised clinicians 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.

Smartphone & tablet users

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

* *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®.*

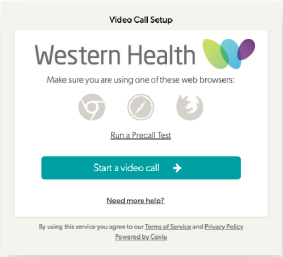
Get ready to make video calls

Make sure that you use one of the following web browsers:

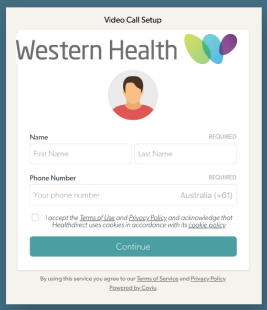
- Google Chrome (Windows, Android, MacOS)
- Apple Safari (MacOS, iOS)
- Firefox 68+ (Windows, Android, MacOS)

Go to https://telehealth.wh.org.au/

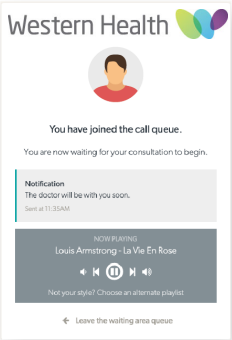
1. Go to the entry point on the service's website and click the **Start Video Call** icon



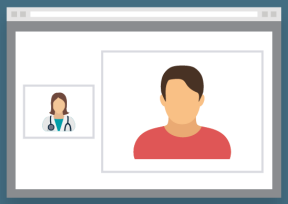
2. Enter name and phone number when prompted



3. Enter the clinic's online **Waiting Area**



4. Clinician arrives and the consultation proceeds



What do I do if something is not working?

- Go to **https://vcc.healthdirect.org.au/troubleshooting**

More information

If you require further assistance with making your video call, please call the telephone number listed on your appointment notification – letter, SMS, email.

Alternatively, please contact Western Health on (03) 8345 6666

healthdirect Video Call