

Before your appointment

- It is recommended you download and install the Zoom app so you will be ready for your appointment.
- Make sure you have a good internet or Wi-Fi connection.
- You can test your audio / camera settings and internet connection by joining a test meeting. (<https://zoom.us/test>)
- Five to ten minutes before your appointment time, open the appointment email and select the appointment link. The Zoom software will automatically start.
- Remember to Join with device audio.
- If joining from an iPad or similar device select Call using internet audio or Call using device audio.
- Wait for the clinician to start the meeting. They will join you when they are ready.





During your appointment

- Say "hello" and wave when connected
- You may be asked to confirm your identity.
- If another person is with you, introduce them to the clinician.
- If you want to show the clinician something, you can use the web camera.
- If something goes wrong with the call, or you haven't joined the meeting the clinician will phone you.
- After the clinician has finished talking with you, they will arrange letters, tests and other appointments if needed.




If all goes well, the call will feel like an in-person appointment.

Troubleshooting





Can't hear others? Check your speakers / headset

-  Is your volume turned up enough?
-  Are your speakers or headset switched on and plugged in securely?
-  Is the correct speakers or headset selected?
Check your computer sound settings
-  Do you hear an echo? *Move speakers away from the microphone and reduce volume, or use a headset*



Can't see? Check your camera

-  Is your camera switched on and plugged in securely?
-  Is the correct camera selected?
-  Is other software using the camera?
e.g. Skype - quit the software or reboot device

Others can't hear you Check your microphone

-  Is your microphone muted? Check the meeting controls or check your device's sound settings
-  Is the correct microphone selected?
-  Is the microphone switched on and plugged in securely?
-  Is other software using the microphone?
e.g. Skype - quit the software or reboot device

Poor image or sound quality? Check your internet connection

-  Is your modem/router working properly?
If Wi-Fi, get closer to the access point.
-  Are others on the network using lots of bandwidth?
e.g. other video calls in progress

ATTENDING YOUR TELEHEALTH APPOINTMENT



Telehealth appointments can save you time and money and bring your care closer to home.

It's as convenient as a phone call, with the added value of face-to-face communication.

Te Whatu Ora
Health New Zealand
Hauora a Toi Bay of Plenty

What do I need for a video consultation?



An email address.
You will be sent a link to your appointment.



A charged computer, tablet or smartphone.



Good internet or Wi-Fi connection.



A quiet, well-lit space away from disruption.

How can I book a video consultation?

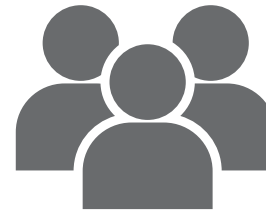
When booking your next appointment, ask whether a video appointment is right for you.

How do I prepare for my appointment?



- Pen and paper for notes
- Medications or medication list
- List of questions or issues

Support person and Whānau



When you start your appointment, remember to introduce the clinician to other people in the room.

Join



zoom

Bay of Plenty use Zoom Video Communications to run appointments.

For smart devices, it is recommended to download and install the Zoom app before your appointment.

For computers and laptops, the Zoom software will download automatically.

Select the emailed appointment link and the meeting will open. Follow the on-screen prompts.

Is it secure?



Telehealth appointments are secure and your privacy is protected.

No account is needed.

How much data will I use?



Telehealth appointments use the same amount of data as you would use watching a YouTube video.

Approximately 1 MB data per minute.