

Liver Transplant Telehealth Clinic

What is telehealth, and why use it?

Telehealth is an easy way to have an appointment with a health professional without having to travel to a hospital or clinic via a video call.

It will save you travel time and money and gives access for people who find it difficult to attend appointments.

Is it safe and secure?

Yes, video calls are secure and your privacy is protected. You will have your own private virtual room, that only authorised doctors can enter.

What equipment do I need?

Almost any smart phone, laptop, computer or tablet with a camera, microphone and speakers and a stable internet connection will work.



If you can watch an online video, your connection is most likely fast enough to do Telehealth.

How do I prepare?

Make sure you are in a quiet area with good lighting where you will not be disturbed during the appointment. Remember to speak clearly with your camera positioned at head height.

Connecting with a smartphone:

Example

You will receive a text approximately **1 week before your appointment**

1

Click on the blue link that was sent in an SMS.

Below is the link for your Home Telehealth appointment with the Burke Street Liver Clinic on Wed the 11th of Nov at 2:00pm. Simply click on the link 10 minutes prior to your appointment time, and allow access to your camera and microphone when prompted. Any concerns please call 3176 7481.

<https://telehealth.health.qld.gov.au/webapp/?conference=817628&name=RogerCitizen-Clinic&role=guest&join=1>

2

Select **allow** so the doctor can hear and see you during your appointment.

"telehealth.health.qld.gov.au"
Would Like to Access the
Microphone

Cancel

Allow

3

When the doctor is ready for your appointment, they will appear on your screen.

Please note as with any medical appointment, sometimes there can be delays on the day. Please remain logged into the virtual waiting room, and we will be with you as soon as possible.

If you need help to connect call 3176 7481.

Connecting with a computer, tablet or laptop:

- ✓ Make sure your device has a camera, microphone and speakers and a compatible browser.
- ✓ Copy the weblink into your device's web browser.
- ✓ If a permission pop-up appears requesting access to your camera and microphone, select "Allow".
- ✓ When the doctor is ready for your appointment, they will appear on your screen.



Trouble shooting:



I did not receive a Telehealth link

Please contact the Liver Transplant Administration team on 3176 7481.

My microphone or camera is blocked by my device

Close or refresh the Telehealth website and allow permissions when asked.

Check your device's settings are set to "Allow" for your camera and microphone

- ✓ **Apple Devices** – Go to your devices settings and click on Safari. Click on camera and microphone and ensure the allow option is selected.
- ✓ **Android Devices** – Open the Chrome app and select the triple dots icon and then settings. Select site settings and tap microphone and camera. Tap to turn the microphone and camera permission on or off.

I can't hear others

Ensure your device's volume is turned up, and that any external speakers, if needed are connected correctly.

Others can't see or hear me

Ensure you have allowed access to your camera and microphone.

I am still having trouble, who can I speak with?

Please contact the Liver Transplant Outpatient Administration team on 3176 7481.



Contact us:

Liver Transplant Outpatient Department

Phone: (07) 3176 7481