

# YOU'VE MADE THE RIGHT CHOICE.

Thank you for choosing to use virtual care.



## HOW WILL VIRTUAL CARE HELP YOU? BY USING VIRTUAL CARE YOU WILL;

- Save on time, money and travel to attend medical appointments.
- Receive specialist care at your local health service supported by your hospital staff or from the comfort of your home.
- Receive regular care close to home, family and community.

## NOT GOOD WITH TECHNOLOGY?



When you visit your local health service for a virtual care appointment, everything will be set up and help will be available to connect you to your healthcare provider.

## YOUR APPOINTMENT DETAILS

(Or please refer to your appointment letter)

Virtual Meeting Room \_\_\_\_\_

### Appointment information

Healthcare Provider \_\_\_\_\_

Clinic \_\_\_\_\_

Date \_\_\_\_\_ Time \_\_\_\_\_

### Your appointment contact is

\_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_



### How to contact your Local Health Service

**Broken Hill** - 176 Thomas Street - (08) 8080 1333

**Balranald** - Market Street - (03) 5071 9800

**Dareton** - 44 - 46 Tapio Street - (03) 5021 7200

**Ivanhoe** - Columbus Street - (02) 6990 2800

**Menindee** - 21 Perry Street - (08) 8083 2700

**Tibooburra** - 5 Sturt Street - (08) 8083 2900

**Wentworth** - 24 Hospital Road - (03) 5027 5700

**Wilcannia** - 14 Ross Street - (08) 8083 8700

**White Cliffs** - Johnston Street - (08) 8083 6200



## PREPARING FOR A VIRTUAL CARE APPOINTMENT



Health  
Far West  
Local Health District

'Excellence in Rural and Remote Health'

# WHAT IS VIRTUAL CARE?



Virtual care, also known as **Telehealth**, is a way you can connect to your healthcare provider over the phone or via video conferencing.

Virtual care does not replace face to face appointments.

You will still receive the same care as you would at a face to face appointment.

Patients and/or their authorised guardian/carer can say 'no' to a virtual appointment if it does not suit their needs. This includes if you change your mind during a appointment.

**ASK YOUR HEALTHCARE PROVIDER TODAY IF VIRTUAL CARE IS AN OPTION FOR YOU.**



## PRIVACY AND CONFIDENTIALITY

Virtual Care services are provided using secure systems like any face to face appointment.

Your privacy and confidentiality will continue to be our priority and will be maintained.

# VIRTUAL CARE AT YOUR LOCAL HEALTH SERVICE



## PREPARING FOR YOUR VIRTUAL CARE APPOINTMENT

1. You will receive an appointment letter advising the date and time of your virtual care appointment.
2. Please arrive early for your appointment and check in with our friendly staff.
3. Please bring your Medicare card, referral form/s and any other paperwork that relates to your appointment.
4. When it is time for your appointment, our staff will guide you to a private appointment room for your virtual care appointment.
5. Your healthcare provider will be connected and the virtual appointment will progress in the same way as a face to face consult.
6. Support may be provided by a clinician such as a nurse, healthcare provider or allied health clinician if required by your healthcare provider with your consent.
7. You can bring along a family member or carer if required.
8. Please drop by our Reception after your virtual care appointment and complete a patient survey. We would love to hear from you about your overall experience with our service.

If you wish to lodge a complaint, you can contact the Complaints Liaison Manager on 08 8080 1538 or email [FWLHD-Feedback@health.nsw.gov.au](mailto:FWLHD-Feedback@health.nsw.gov.au)

# VIRTUAL CARE AT HOME



## HOW TO GET THE MOST OUT OF YOUR VIRTUAL CARE APPOINTMENT

- You can discuss with your healthcare provider if you wish to have a virtual care appointment at home.
- Please test your technology prior to your appointment.
- For information on technology requirements, please visit our website [www.fwlhd.health.nsw.gov.au](http://www.fwlhd.health.nsw.gov.au). Once there click on 'Virtual Care/Telehealth' to access helpful resources or refer to the Pexip Guide attached.
- If you are unable to connect to your virtual appointment, please call us and we will help you.
- Set yourself up in a private room with good lighting and a quiet surrounding.

## ON THE DAY OF YOUR APPOINTMENT

- Using Google Chrome visit: <https://conference.meet.health.nsw.gov.au/webapp/home>
- When prompted, enter your name and click 'continue'.
- Click 'video' and enter the virtual meeting room (VMR) number provided to you on the back of this brochure or included in your appointment letter.
- At the next pop-up screen, select 'join'. You will now be in a virtual care waiting area until your healthcare provider can join the appointment.