



Save travel time & expenses



See a health professional sooner



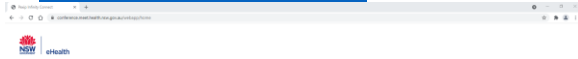
Get easier access to my health professional

THERE IS AN ALTERNATIVE

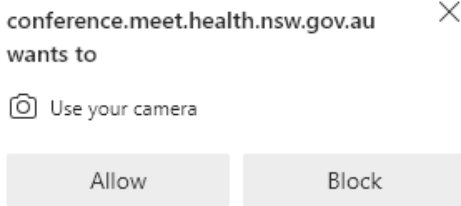
Ask your health professional about Virtual care or Telehealth

How to join your virtual care consultation using PEXIP

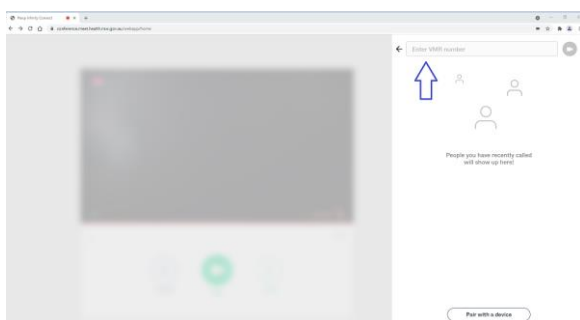
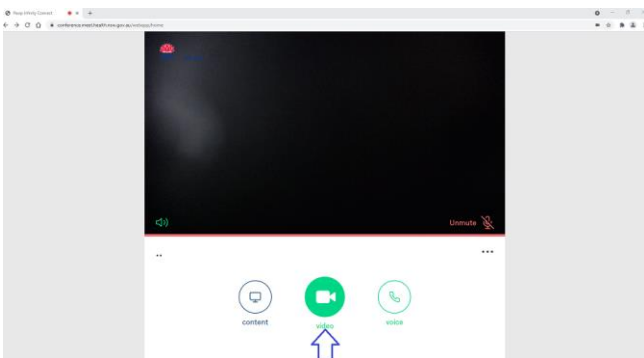
- Using Google Chrome visit the following website:
<https://conference.meet.health.nsw.gov.au/webapp/home>



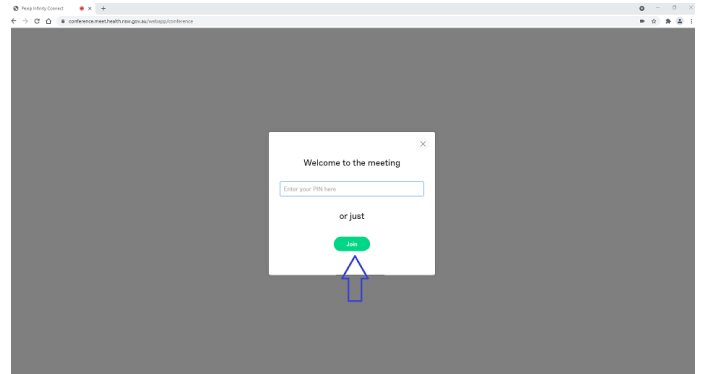
- Enter your name and click **continue**.
- If you are requested to 'allow camera and microphone', click allow.



- Click **video**. Enter the virtual meeting room number provided to you on the back of your brochure or included in your appointment letter and click the green **video** icon.



- At the next pop-up screen, select **join**. You will now be in a virtual care waiting area until your healthcare provider connects.



Troubleshooting

- Check that you have entered the correct virtual meeting room (VMR) number.
- If your healthcare provider can't see you, ensure you have selected the correct camera from the settings.
- If your healthcare provider can't hear you, ensure your microphone is not on mute and your microphone is enabled.
- If you can't hear your healthcare provider, check that the sound on your device is not too low and the volume is turned up.
- If you require additional support, please contact your Local Health Care Facility using the contact numbers supplied on your brochure

Attending your virtual care appointment using phone

If you do not have access to a web browser or video conferencing facilities, you can attend your consultation using the telephone (audio only).

- Dial: 02 9842 2500
- Enter the VMR number.
- You will now be in a virtual waiting area until your healthcare provider connects.



Health Far West Local Health District