

How to use Health Direct - Consumer Guide

1

You will need:



- Smart phone **or**



- Laptop with power cord **or**



- Tablet or iPad

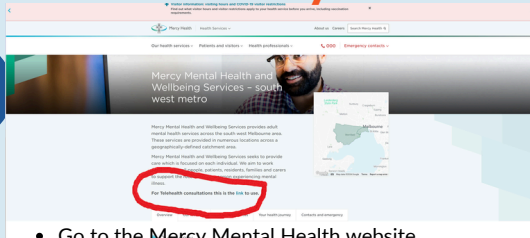


- Internet connection such as your home WIFI or mobile data

The data used by your video consultation is about the same as watching videos on YouTube or Netflix.

2

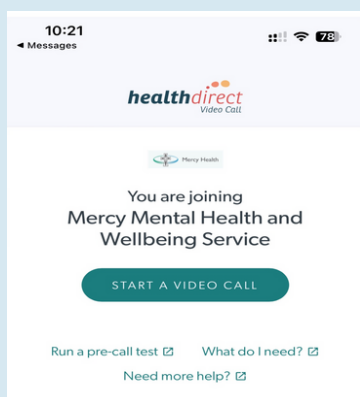
Time to meet your clinician



- Go to the Mercy Mental Health website, [www.https://health-services.mercyhealth.com.au/our-health-services/mental-health-and-wellbeing-services-south-west-metro/](https://health-services.mercyhealth.com.au/our-health-services/mental-health-and-wellbeing-services-south-west-metro/).
- Click on the secure link on that page for telehealth at the agreed time. This link is completely private.
- If you would like your family or support person to join you, they can join in the same way

3

Click on the green button that says 'start a video call'



4

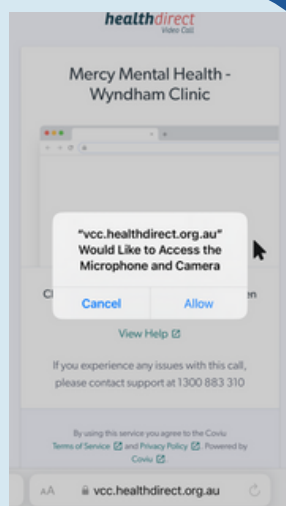
You will enter the teams waiting room

- You will be asked to type in your name and phone number.
- The site will also take your photo to make sure we are talking to the right person.



5

Give HealthDirect permission to access your camera and microphone



6

And you are in! Your clinician will then join you.

