## How to use Health Direct -Consumer Guide

2

4

6

### 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.

10:21

3

Click on the green button that says 'start a video call' health direct wee call You are joining Mercy Mental Health and Wellbeing Service

:::| 🗢 🌃

START A VIDEO CALL

Run a pre-call test I What do I need? I Need more help? I

### Time to meet your clinician

#### Go to the Mercy Mental Health website, www.https://health-services.mercyhealth.com.au/ourhealth-services/mental-health-and-wellbeing-servicessouth-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

# 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.



. :::: ? 80

5

Give HealthDirect permission to access your camera and microphone healthdirect Video Call

Mercy Mental Health -Wyndham Clinic

• • •

"vcc.healthdirect.org.au" Would Like to Access the

Microphone and Camera
Cancel Allow

View Help 🖄

please contact support at 1300 883 310

Terms of Service (2) and Privacy Policy (2). Powered by Conv (2)



Mercy Mental Health and Wellbeing Service

healthdirect

D Novy Heat

10:17

<u>ф</u> Ш