Attending your Telehealth appointment

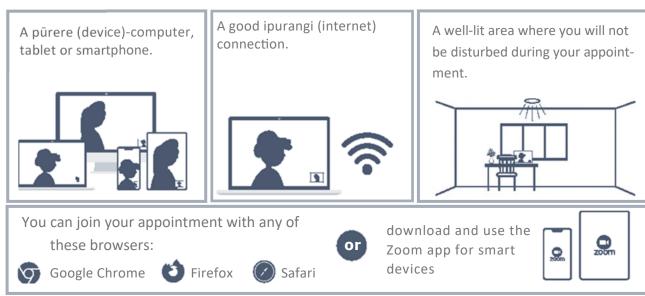
Telehealth appointments are as convenient as a phone call, with the added value of face-to-face communication. It can save you time and money and brings your care closer to home.

Where do I go to attend my appointment?



Instead of travelling to your appointment, simply click on the **join Zoom meeting** link to meet with your healthcare professional.

What do I need to make a ataata (video) call?



B Is it secure?



Telehealth appointments are secure. Your privacy is protected.



No account is needed. No information you enter is stored.

4 How much data will I use?



Telehealth appointments use the same amount of data as you would use while watching a YouTube ataata (video).*

*A Telehealth appointment uses a maximum of 1MB data per minute.

Health New Zealand Te Whatu Ora

Get ready to join your Telehealth appointment

- If this is your first time using Zoom, we recommend installing the Zoom app before your Telehealth appointment
- 2. Ensure you have a good ipurangi (internet) connection. If you are using ahokore (wifi), make sure you are in a strong signal area where possible ensure others aren't streaming or downloading content.
- Think about your surroundings, noise, lighting, etc. 3.
- 4. You should have received a Telehealth appointment imera (email).
- 5. Five to ten minutes before the appointment time open your Telehealth appointment īmēra (email).
 - Click the Join Zoom Meeting link. The Zoom software will automatically start.
 - Please remember to select Join with video and Join with audio.
 - If joining from an iPad or similar device select Call using internet audio or Call using device audio.
- That's it! You should be in the Telehealth waiting room ready to start your Telehealth appointment 5. with your doctor, nurse or healthcare professional.

Troubleshooting your Telehealth appointment



Can't hear others? Check your tukuoro speaker) /kawe rongo (headset)



Is the volume at an audible level?



If you are using external audio is it plugged in securely?



If you are using external audio is it turned on?



Have you selected the correct tukuoro (speakers) or kawe rongo (headset)? Check the correct audio output is selected in your device's settings



Others can't hear you? Check your hopuoro (microphone)



If you are using an external hopuoro (microphone) is it plugged in?



Muted? Either on the call screen or check your device's audio settings



Is Zoom using correct hopuoro (microphone)? Check the audio settings on your



Other software using hopuoro microphone? E.g. Is Skype also running. Quit these applications, or reboot computer



Can't see? Check your kāmera (camera)



If you are using external kāmera (camera) is it plugged in correctly?



S → Ø? Is other software using the kāmera (camera) E.g. Is skype also running? Quit other applications or reboot your computer



Poor image or sound quality? Check your internet



There maybe others in the network using a lot of the bandwidth.



Is the modem / router working properly? For akokore (wifi), make sure you are close to an access point