

## 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.

### 1 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.

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

A pūrere (device)-computer, tablet or smartphone.



A good ipurangi (internet) connection.



A well-lit area where you will not be disturbed during your appointment.



You can join your appointment with any of these browsers:



Google Chrome



Firefox



Safari

or

download and use the Zoom app for smart devices



### 3 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.

## Get ready to join your Telehealth appointment

1. 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.
3. Think about your surroundings, noise, lighting, etc.
4. You should have received a Telehealth appointment imēra (email).
5. Five to ten minutes before the appointment time open your Telehealth appointment imēra (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**.
5. That's it! You should be in the Telehealth waiting room ready to start your Telehealth appointment with your doctor, nurse or healthcare professional.

## Troubleshooting your Telehealth appointment

<p> <b>Can't hear others?</b> Check your tukuoro (speaker) /kawe rongo (headset)</p> <hr/> <p> Is the volume at an audible level?</p> <p> If you are using external audio is it plugged in securely?</p> <p> If you are using external audio is it turned on?</p> <p> Have you selected the correct tukuoro (speakers) or kawe rongo (headset)? <i>Check the correct audio output is selected in your device's settings</i></p>	<p> <b>Others can't hear you?</b> Check your hopuoro (microphone)</p> <hr/> <p> If you are using an external hopuoro (microphone) is it plugged in?</p> <p> Muted? <i>Either on the call screen or check your device's audio settings</i></p> <p> Is Zoom using correct hopuoro (microphone)? <i>Check the audio settings on your device</i></p> <p> Other software using hopuoro microphone? <i>E.g. Is Skype also running. Quit these applications, or reboot computer</i></p>
<p> <b>Can't see?</b> Check your kāmera (camera)</p> <hr/> <p> If you are using external kāmera (camera) is it plugged in correctly?</p> <p> Is other software using the kāmera (camera) <i>E.g. Is skype also running? Quit other applications or reboot your computer</i></p>	<p> <b>Poor image or sound quality?</b> Check your internet</p> <hr/> <p> There maybe others in the network using a lot of the bandwidth.</p> <p> Is the modem / router working properly? <i>For akokore (wifi), make sure you are close to an access point</i></p>