

# your guide to online appointments



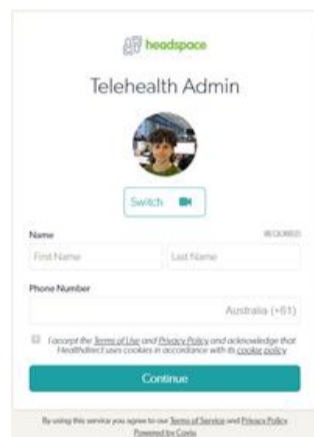
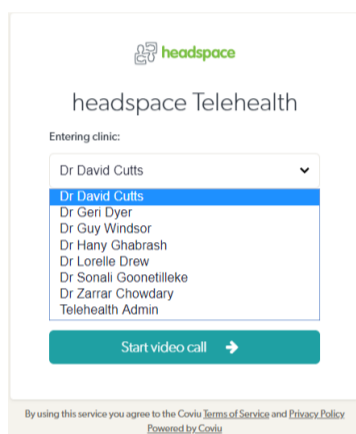
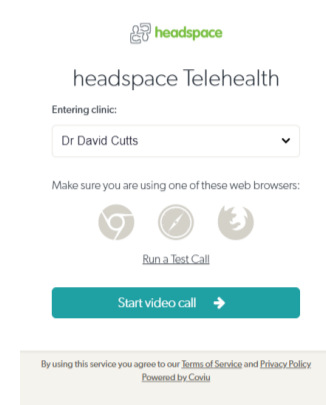
Due to COVID-19 headspace Craigieburn, Glenroy, Melton, Sunshine and Werribee are offering phone and video appointments (known as **telehealth**). We use a secure online platform called Health Direct to help us support you as best as we can.

You can have your online appointment using your phone, laptop or computer.

## Using Health Direct

### Accessing Your Appointment

Prior to your appointment you'll receive a message with your appointment details and a link like this one: <https://vcc.healthdirect.org.au/z/headspacecentrename/join>. You need to open this link in a web browser (we recommend Chrome, Mozilla Firefox or Safari). It will take you to the "Waiting Room" page like the one you see on the right. Before starting your appointment, you can check that everything's working by clicking "Run a Test Call".

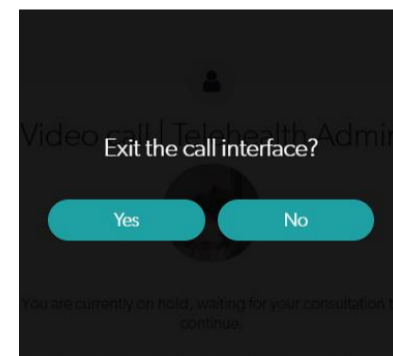
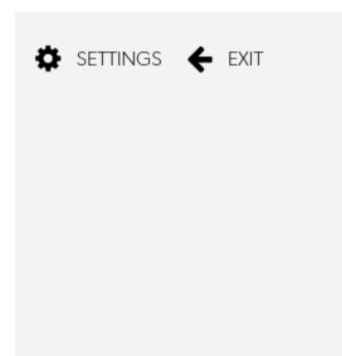


### Linking in With Your Mental Health Worker

Select your mental health worker by name and click "Start Video Call". Enter your name and contact details, confirm you have understood the terms and conditions and click "Continue". You should be able to see yourself in the corner. Your mental health worker will be notified and will start the appointment shortly.

### You're In

You'll be able to see your mental health worker through this video chat and have your session as you would normally. If you have any questions about using Health Direct, feel free to ask your mental health worker. We'd love any feedback on how we can make this process even easier. Once the appointment is finished, click "Exit" and your video chat will end.



## Tips for Your Appointment

Dress for your online appointment as you would for your in-person appointment.

Before your appointment, check that:

- Your device is fully charged
- You're connected to either WiFi or mobile data (your regular data usage charges will apply)

Find somewhere quiet and comfortable away from others where you won't be disturbed during your appointment.

Consider using headphones for extra privacy.

If you feel comfortable, let others at home know that you're jumping online for your appointment.



Your privacy and confidentiality is important to us.

Everything you mention during your appointment will be kept confidential, unless your clinician mentions to you otherwise.