Guide to Telehealth Services

Prior to telehealth

Before your telehealth appointment, you must complete your hAPI Survey. To complete this survey, please click on the link below. If you have any troubles accessing the survey or require assistance, please contact the centre on **(03) 5021 2400.**

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https://hapi.headspace.org.au/login/young_person

Login and support

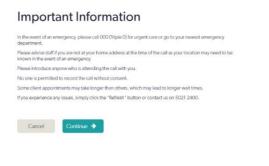
- 1. To access telehealth services, please click on the following link: https://vcc.healthdirect.org.au/t/headspacemildura/join
- 2. Click on the 'Start telehealth' button, and you will be redirected to the login page (*Ensure that the tab is opened in Google Chrome as other severs are not supported*).
- 3. Click on the 'Start video call' button:

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Video Call Setup	
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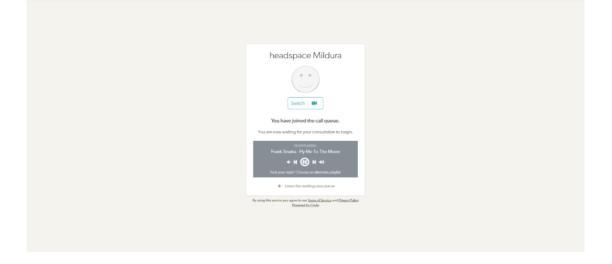
4. In the video call setup page, you will be required to fill out the following information; First Name, Surname, Phone number and Date of Birth. Click Continue to progress:

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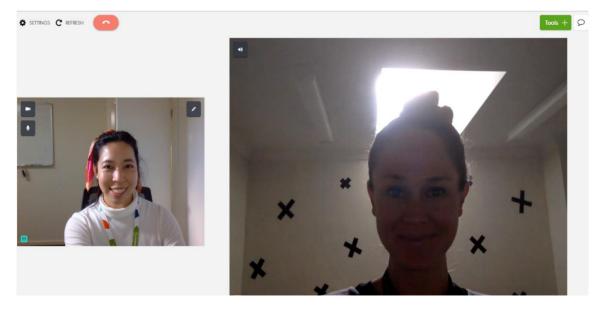
5. Read the information provided on the 'Important Information' page and click on 'continue':



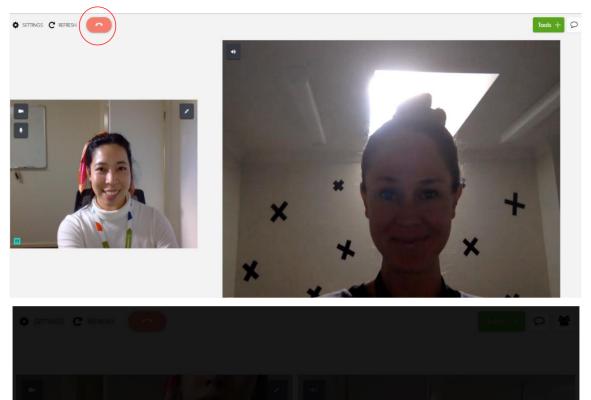
6. You will be placed in the waiting room, while you wait for the clinician to link in:



7. When the clinician has linked in, you will be able to begin the session. There are additional functions that you or the clinician may choose to use, see appendix 1.



8. When you have finished the session, to exit the call, press the red 'Hang up' button and click on the desired button to confirm the action:



What would you like to do?

😤 End call

Appendix 1. Additional in-call features



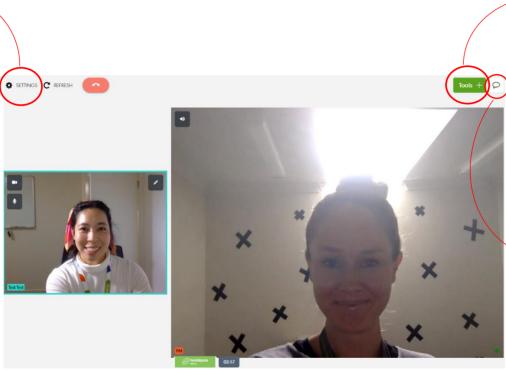
Select microphone

Select speaker

Select video quality

Language settings

Change language



Available tools	
Data and images shared via Tools will not persist beyond the end of this call. Please document care in the health record.	
Share an image or PDF [3
Start a screenshare	-
Add a whiteboard	•
Share document camera	2
Add a grid view (2 panes)	÷
Add a grid view (3 panes)	÷
Request a camera	÷
Share a file (÷

