



Telehealth consumer user guide

For mobile devices

You need

- A tablet or mobile device with an inbuilt camera,
- A headset, or inbuilt microphone turned on in your device,
- A good internet connection.

One week prior to your appointment

STEP 1

Check your internet speed by downloading the Speedtest by Ookla application from your app store. Your internet speed should be at least 384kbs for both 'download' and 'upload'. If your results are below this speed, you may not have an adequate internet connection. In this case you will need to contact your health service provider to make alternate arrangements.

STEP 2

Download the 'Avaya Scopia Mobile' application from the Google Play Store (Android) or the iTunes store (Apple).



STEP 3

After the application has downloaded, select 'OPEN'.

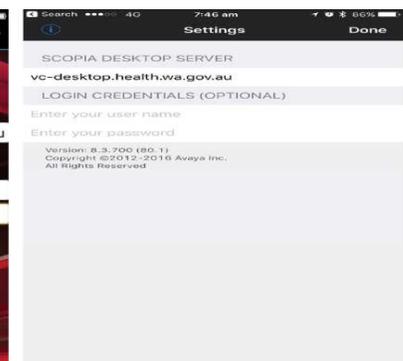


STEP 4

Enter <http://vc-desktop.health.wa.gov.au> in the 'Scopia Desktop Server' box, leaving the 'Login Credentials' blank. Press 'Done'. Your device may prompt you for access to your camera and microphone. If so, press 'OK'.



Apple



Android

STEP 5

Test your camera and microphone are working by navigating to the following test site in your web browser <http://vc-desktop.health.wa.gov.au/scopia?ID=619999&autojoin>. Ensure you can see the video and hear the music.

On the day of your appointment

STEP 1

- Choose a well-lit, quiet room in your house to have your appointment. Do not sit directly in front of windows due to back lighting.

STEP 2

- At appointment time (do not connect prior) open the Scopia application.



STEP 3

- Type in the meeting ID provided and select 'CONNECT'
- Your health professional will meet you here (you will see your own face or a blank

screen until they join you). If you have been waiting more than 60 minutes, contact your health service.

STEP 4

- When you have finished select the back button on your android device, and tap 'Yes' to disconnect.



- OR select the red disconnect button with a phone symbol on your Apple device, and tap "Yes" to disconnect.



Troubleshooting

Scopia does not open

Try restarting your device, or uninstalling and reinstalling the application.

My health professional cannot hear me

Your microphone could be muted or your volume is too low (Uncheck the microphone icon if there is a cross through it, to unmute).

I cannot hear my health professional

Ensure that the volume of your device speaker is turned up.

Frequently asked questions

What is Scopia?

Scopia Desktop is a videoconferencing (VC) application used by WA Health. It can be installed on a personal computer, laptop, or mobile device.

What can I expect from an appointment?

A telehealth appointment is just like any other medical appointment – the only difference is you will be seeing your health professional on a screen from home.

How long will an appointment take?

This depends what you need to talk about with your health professional. It might be longer if it's your first appointment. As with all medical appointments, there are times when your health professional might be delayed and you have to wait.

How private is a telehealth appointment?

Your health professional will be in a private room and measures are in place to ensure the videoconference is secure. If you wish, you can have a family member or friend join you for your consultation. Please ensure you find a quiet and private place to have your consultation at home.

For further information and advice

For technical issues: visit the healthywa.gov.au/telehealth-appointments webpage and follow the step by step instructions for your device.

For service enquiries: call the health professional/service providing your appointment.