

Održavanje zakazanog termina video pozivom

Ako je to moguće, konsultacija vam se može obaviti putem interneta video pozivom

Video poziv je jednako prikladan kao i telefonski poziv, uz dodatnu vrijednost komunikacije licem u lice.

To vam može uštediti vrijeme i novac, i približava vam njegu kući.



Gdje trebam ići na taj zakazani termin?

Za taj termin idite na:

Umjesto da morate putovati na mjesto zakazanog termina, u čekaonicu klinike ulazite putem interneta.

Zdravstvena služba dobije obavijest kad stignete, a kliničar u klinici će se uključiti kad bude spreman.

Nema potrebe za to otvarati račun.

Podaci koje unesete se ne pohranjuju.

Šta mi je potrebno za video poziv?

Dobra veza s internetom

Ako možete gledati video putem interneta (npr. YouTube) onda možete obaviti video poziv

Privatan, dobro osvijetljen prostor gdje vas neće ometati za vrijeme razgovora.

Jedan od ovih:

- Google Chrome web pretraživač (preporučuje se) ili Firefox web pretraživač na desktop ili laptop kompjuteru (Windows ili MacOS), ili na Android tabletu ili smartphone telefonu.
- Safari web pretraživač na Apple desktop ili laptop (MacOS) kompjuteru, ili iPadu ili iPhoneu

Web-kamera, zvučnici i mikrofoni (već ugrađeni u laptope ili mobilne uređaje)

Za više informacija o tome kako uputiti video poziv pogledajte poledinu.

Je li to sigurno?

Video pozivi su sigurni; vaša privatnost je zaštićena. Vi ste u privatnoj video prostoriji, u koju mogu ući samo ovlašteni kliničari.

Koliko košta video poziv?

Video poziv je besplatan (osim troškova korištenja interneta). Međutim, redovni troškovi – ako se naplaćuju – i dalje se primjenjuju za medicinske konsultacije.

Koliko ću interneta koristiti?

Ne trošite internet dok čekate da vam se pridruži kliničar.

Video konsultacija koristi manje od polovine interneta koje biste koristili dok gledate YouTube video u visokoj rezoluciji*.

Upotreba interneta manja je na internetskim vezama niže brzine ili ako koristite manje moćan kompjuter, tablet ili smartphone. Ovi faktori mogu također smanjiti ukupni kvalitet poziva.

Korištenje interneta povećava se kada su u pozivu više od dva učesnika.



Korisnici smartphona i tableta

Ako možete, povežite se na kućnu ili poslovnu Wi-Fi mrežu da izbjegnute korištenje interneta na planu koji imate za mobilne uređaje.

* To je oko 230 MB na mobilnom uređaju, i 450 MB na PC-u za razgovor od 20-minute, što je slično kao Skype® ili Facetime®

Pripremite se za video poziv



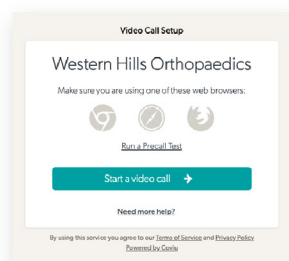
Obavezno koristite jedan od sljedećih pretraživača:

-  Google Chrome verzija 80+ (Windows, Android, MacOS)
-  Apple Safari verzija 12+ (MacOS, iOS)
-  Firefox verzija 75+ (Windows, Android)
-  Microsoft Edge verzija 80+ (Windows, MacOS)
Microsoft Edge verzija 44+ (Android)

 **Idite na**

1

Idite na ulaznu tačku na web stranici usluge i kliknite ikonu **'Start Video Call'**

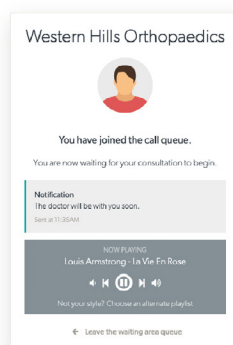


2

Unesite ime i broj telefona kada se to traži

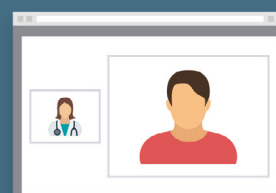
3

Uđite u čekaonicu (**Waiting Area**) klinike



4

Kliničar dolazi i konsultacija počinje



! Šta da radim ako nešto ne radi?

- Idite na <https://vcc.healthdirect.org.au/troubleshooting>

Više informacija

Attending your appointment via a Video Call

Where appropriate, you can have your consultation online via a video call

Video calling is 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?

To attend your appointment, go to:

Instead of travelling to your appointment, you enter the clinic's waiting area online.

The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account.
No information you enter is stored.

What do I need to make a video call?

A good connection to the internet

If you can watch a video online (e.g. YouTube) you can make a video call

A private, well-lit area where you will not be disturbed during the consultation

One of these:

- Google Chrome web browser (recommended) or Firefox web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone
- Safari web browser on an Apple desktop or laptop (MacOS), or iPad or iPhone

Web-camera, speakers and microphone (already built into laptops or mobile devices)

See over for more information on how to make a video call.

Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

How much does a video call cost?

The video call is free (except for your internet usage). However, the regular costs – if any – of a medical consultation still apply.

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition*.

Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.

Data use increases when there are more than two participants in the call.



Smartphone & tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

* That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to Skype® or FaceTime®.

Get Ready to make video calls



Make sure that you use one of the following web browsers:

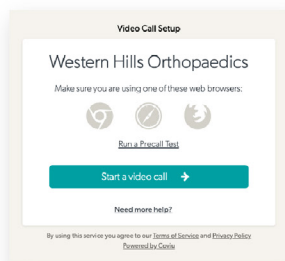
-  Google Chrome Version 80+ (Windows, Android, MacOS)
-  Apple Safari Version 12+ (MacOS, iOS)
-  Firefox Version 75+ (Windows, Android)
-  Microsoft Edge Version 80+ (Windows, MacOS)
Microsoft Edge Version 44+ (Android)



Go to

1

Go to the entry point on the service's website and click the **start video call** icon

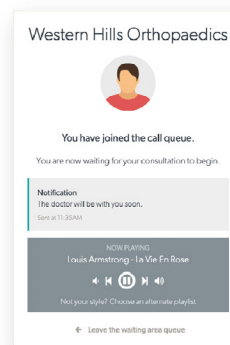


2

Enter name and phone number when prompted

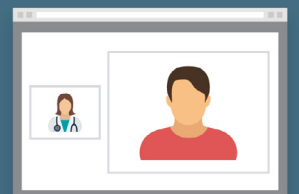
3

Enter the clinic's online **Waiting Area**



4

Clinician arrives and the consultation proceeds



! What do I do if something is not working?

- Go to <https://vcc.healthdirect.org.au/troubleshooting>

More information