

1. Go to the internet and Google BALLARAT HEALTH SERVICES.



2. Select to open the www.bhs.org.au or Website. This can be chosen from various internet places depending on the device you have loaded your Google Search. Examples below:

From a Chrome web browser on a computer:









3. The Ballarat Health Services website will now be displayed.

| -> C () @ bhs.org.au | A B David | X Sign in to your account X 🗰 Welcome to Bal | larat Health Servic × + | × 0 0 0 |
|--------------------------------|--|--|--|----------------|
| ps 🐧 Local News The C 😽 Goog | le 🧮 Work 🛄 Private | | | 🛄 Other bookma |
| | Ballarat Health Services | About Us For Health Professionals Reser Home For Patients, Fr | arch Careers Search Q DONATE amilies & Friends Services & Clinics News & Events Contact U | s |
| | CORONAVIRUS | | | |
| | | A A | 00 000 | |
| | For Patients, Families & Fri | iends | | |
| | For Patients, Families & Fri » Getting Here / Maps | iends » Admission to Hospital | Facilities | |
| | For Patients, Families & Fri » Getting Here / Maps • Telehealth | iends • Admission to Hospital • Parking | Facilities Visiting Times | |
| | For Patients, Families & Fri Getting Here / Maps Telehealth Online Payments | iends Admission to Hospital Parking Leaving Hospital | Facilities Visiting Times Accommodation | |

4. The Telehealth information page will open.



5. Scroll down to the Start a Telehealth Call and select Specialist Outpatient Clinics – Queen Elizabeth

| PLEASE NOTE: Telehealth services are supported in the following web browsers - Google Chrome Version 72+ (Windo Android, MacOS) Apple Sofari Version 12+ (MacOS, IOS), Firefax Version 68+ (Windows, Android), Microsoft Edge Vers 79+ (Windows, MacOS) and Microsoft Edge Version 44+ (Android). |
|---|
| If you have received your appointment time and are ready to start your appointment : |
| Select the appropriate section below. Click on the relevant Telehealth Clinic waiting room button. |
| Please start your video call 5-10 minutes before your appointment time. |
| ✓ Specialist Outpatient Clinics - Base |
| Specialist Outpatient Clinics - Queen Elizabeth |
| ✓ Community |
| ✓ Allied Health |



6. You will now see various clinics available to choose. Select Grampians Regional Palliative Care Waiting Room.

| rampians Regional Continence Service Waiting Room | Gait And Balance Clinic Waiting Room |
|---|---|
| Complex Geriatric Clinic Waiting Room | Cognitive, Dementia And Memory Service Waiting Room |
| Acquired Brain Injury (ABI) Waiting Room | Amputee Clinic Waiting Room |
| High Risk Foot Clinic Waiting Room | Grampians Regional Palliative Care Waiting Room |
| Community Rehab Clinic Waiting Room | Pain Management Waiting Room |
| VPRS Medical Clinic Waiting Room | , |

7. When you are ready, select to Start video call.



8. Enter your name and phone number. Tick to accept the terms of use conditions. Select to Continue.

| Grampians | s Regional Pall Care | iative |
|---|---|------------------------------------|
| | | |
| Patient/Client Name (the | person this call is about) | REQUIRE |
| First Name | Last Name | |
| Phone Number | | |
| | Aust | ralia (+61 |
| laccept the <u>Terms of</u> Healthdirect uses of | Jse and <u>Privacy Policy</u> and ackno ookies in accordance with its <u>cox</u> Continue | owledge that <u>okle policy</u> |
| | | |



9. You will see more information to read then click continue.

| Important Information | | | |
|---|--|--|--|
| In the event of an emergency, please call 000 (Triple 0) for urgent care or go to your nearest emergency department. | | | |
| Please advise staff if you are not at your home address at the time of the call as your location may need to be known in the event of an emergency. | | | |
| Please introduce anyone who is attending the call with you. | | | |
| No one is permitted to record the call without consent. | | | |
| Some patient appointments may take longer than others, which may lead to longer wait times. | | | |
| If you experience any issues, simply click the "Refresh" button. | | | |
| Cancel Continue > | | | |

10. You have successfully entered the waiting room. There will be some Frank Sinatra music playing while you are on hold.



Your clinician will answer your video call shortly. Thank you.