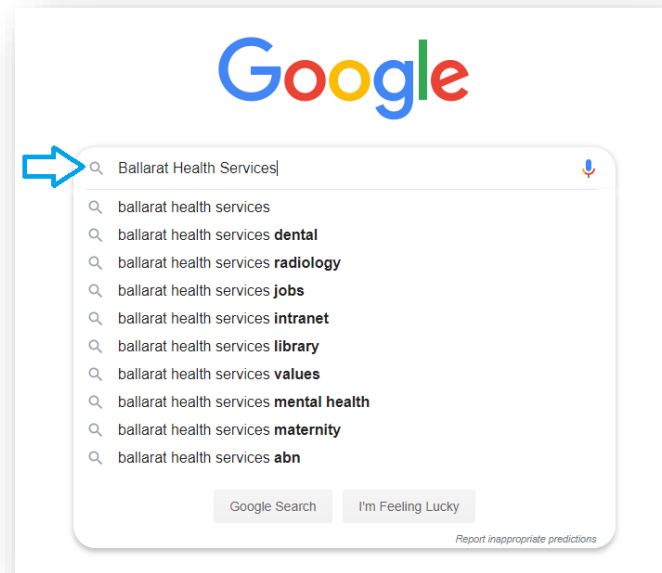


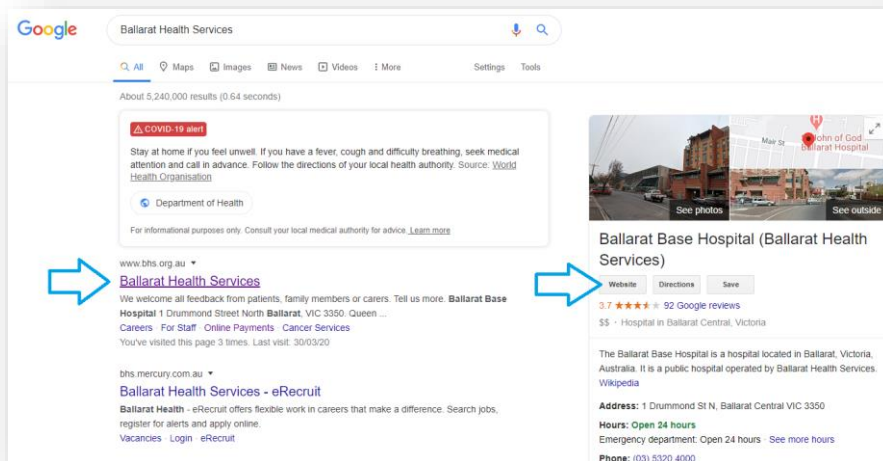
# Telehealth Instructions

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

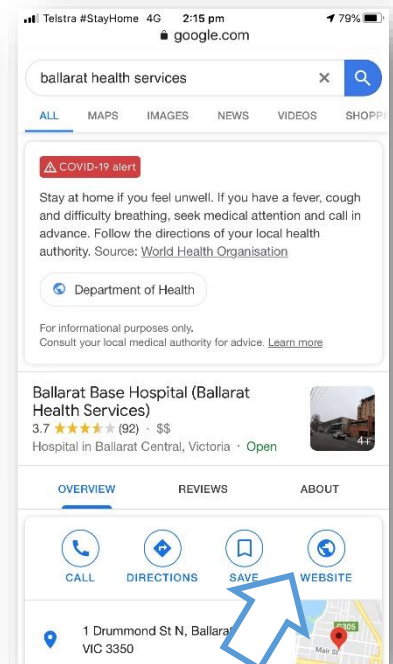


2. Select to open the [www.bhs.org.au](http://www.bhs.org.au) or [Website](#). This can be chosen from various internet places depending on the device you have loaded your Google Search. Examples below:

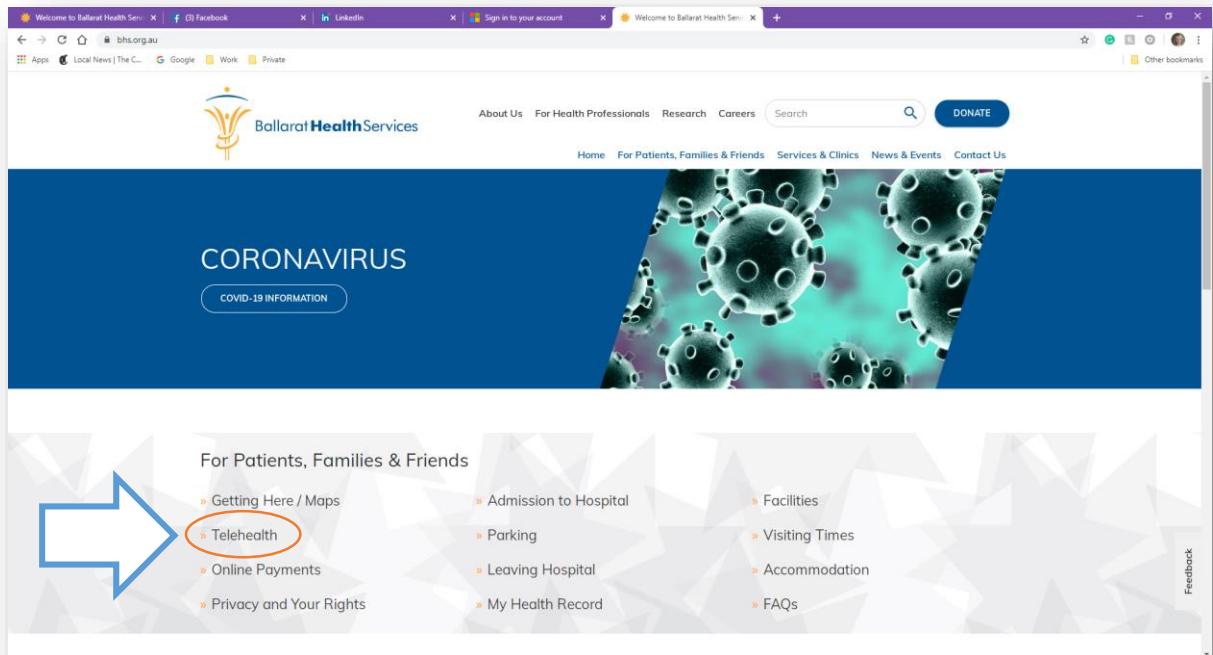
From a Chrome web browser on a computer:



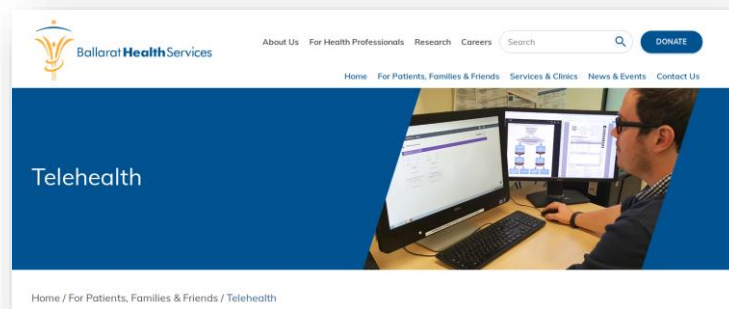
From an iPhone:



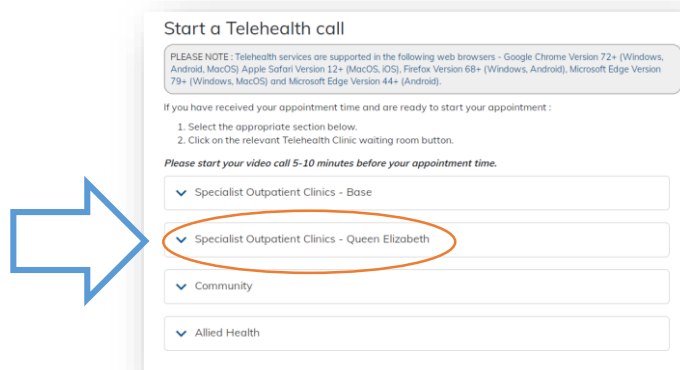
3. The Ballarat Health Services website will now be displayed.



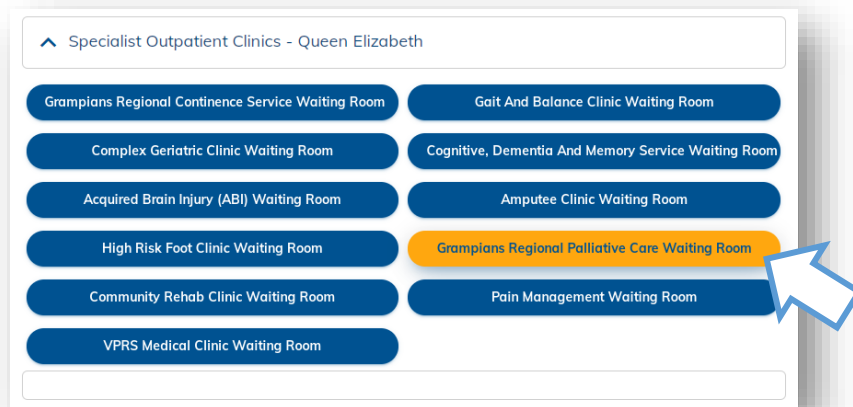
4. The Telehealth information page will open.



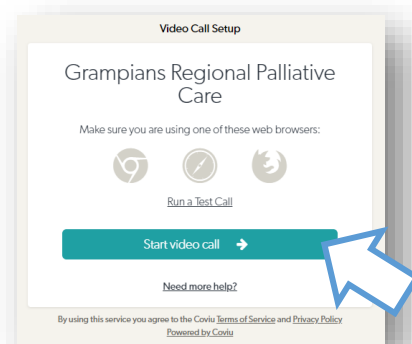
5. Scroll down to the **Start a Telehealth Call** and select **Specialist Outpatient Clinics – Queen Elizabeth**



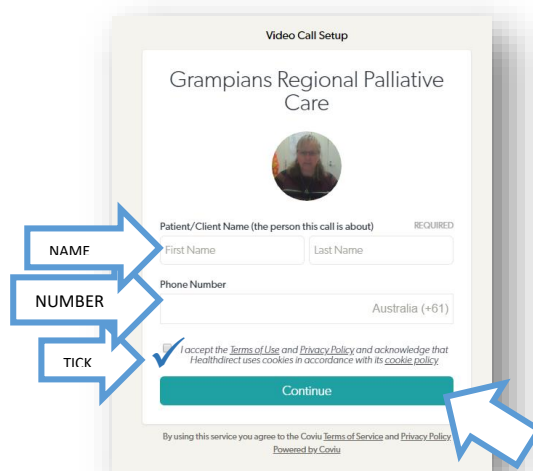
6. You will now see various clinics available to choose. Select Grampians Regional Palliative Care Waiting Room.



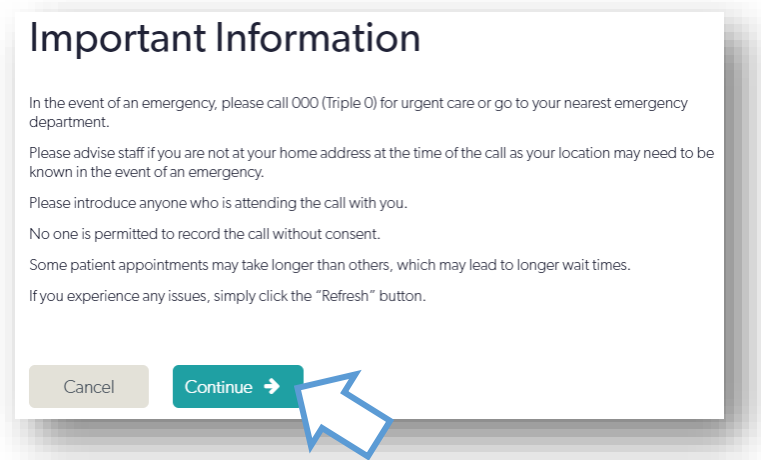
7. When you are ready, select to **Start video call**.



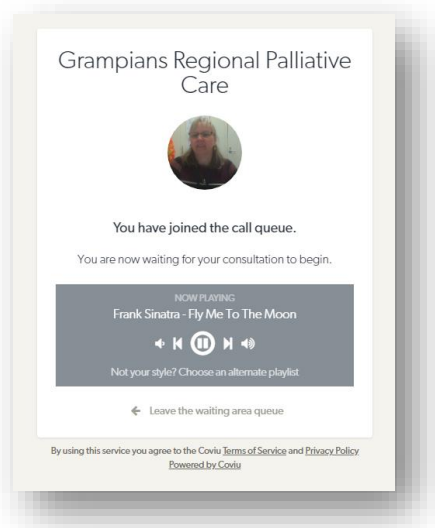
8. Enter your name and phone number. Tick to accept the terms of use conditions. Select to Continue.



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