

# Attending your appointment 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 brings your care closer to home. 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.

## Where do I go to attend my appointment?

<https://videocall.direct/southcoastmedicalserviceaboriginalcorporation>

## What do I need to make a video call?

- 1 A good connection to the internet. If you can watch a video online (e.g. YouTube) you can make a video call.
- 2 A private, well-lit area where you will not be disturbed during the consultation.
- 3 A recent version of a supported web browser: Google Chrome, Microsoft Edge, Apple Safari and Mozilla Firefox. See the graphic on the next page 'Get ready to make video calls' for more information regarding supported browsers on various computer and device operating systems.
- 4 Web-camera, speakers and microphone (already built into laptops or mobile devices).

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



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 you use a recent version of one of the following browsers:

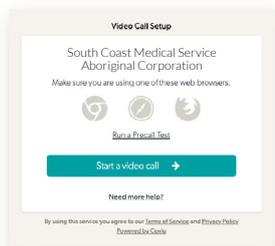
-  Google Chrome (Windows, Android, MacOS, iOS 14.3+)
-  Apple Safari (MacOS, iOS)
-  Mozilla Firefox (Windows, Android, iOS 14.3+)
-  Microsoft Edge (Windows, Android, MacOS, iOS 14.3+)



Go to <https://videocall.direct/southcoastmedicalserviceaboriginalcorporation>

1

Go to the entry point on the service's website and click the Start Video Call icon

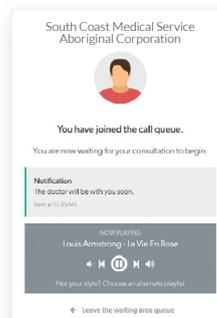


2

Enter name and phone number when prompted

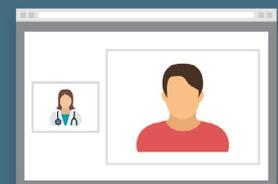
3

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>
- Or check out our [trouble shooting guide](#)



# Video Call Troubleshooting

Issues in a call? Click refresh.



## Does your device meet these minimum requirements?

### Windows PC

 i5 processor with 3GB of RAM Windows 7 or later

### Apple Mac

 i5 processor and 3GB of RAM MacOS 10.12 (Sierra) or later

### Android tablet or smartphone

 Android 5.1 or later

### Apple iPhone or iPad

 iOS 12 or later

## Latest web browser?

Check version at [www.whatismybrowser.com](http://www.whatismybrowser.com)

### Google Chrome Version 80+

 (Windows, Android, MacOS)

### Apple Safari Version 12+

 (MacOS, iOS)

### Firefox Version 75+

 (Windows, Android, MacOS)

### Microsoft Edge Version 80+

 (Windows MacOS)

### Microsoft Edge Version 44+

(Android)

## Can't hear others?

### Speakers/headset:

Volume at audible level?

*(If external)* Plugged in securely?

*(If powered)* Switched on?

Correct speakers/ headset selected?

Check correct audio output selected in computer settings.

Hearing an echo?

*If using external speakers position them further away from your computer and reduce the volume. Try using a headset or headphones if the echo persists.*

More: [vcc.healthdirect.org.au/speaker](http://vcc.healthdirect.org.au/speaker)

## Can't see?

### Web camera:

*(If external)* Plugged in securely?

Chrome using the correct camera?

*Click camera icon in Call Screen's address bar; check access and selected camera.*

Other software using the camera?

*(Example: Skype also running)*

*Quit other application but may require computer reboot.*

Firewall settings allow video stream?

*If you are still experiencing issues speak to your IT department.*

More: [vcc.healthdirect.org.au/camera](http://vcc.healthdirect.org.au/camera)

## Others can't hear you?

### Microphone:

*(If external)* Plugged in securely?

Correct microphone selected?

*Check correct audio input selected in computer settings.*

Chrome using the correct microphone?

*Click camera icon in Call Screen's address bar; check access and selected microphone.*

Muted?

*Either Call Screen, or device's audio settings.*

Other software using the microphone?

*(Example: Skype also running)*

*Quit other application but may require computer reboot.*

More: [vcc.healthdirect.org.au/mic](http://vcc.healthdirect.org.au/mic)

## Poor image/sound quality?

Connection to Internet okay?

*Check speed and latency at [www.speedtest.net](http://www.speedtest.net)*

*Minimum speed is 350Kbps upstream and downstream.*

Others on the network using lots of bandwidth?

*(Example: other video calls in progress)*

Modem/router working properly?

*(Wireless network) Get closer to access point.*

*Ensure you have line of sight and are close to an access point.*

## Further troubleshooting

[vcc.healthdirect.org.au/makingcalls](http://vcc.healthdirect.org.au/makingcalls)

## Still having issues?

If issues persist, please contact your clinic.

 1800 215 099 or (02) 4448 0200

 [reception@southcoastams.org.au](mailto:reception@southcoastams.org.au)

South Coast  
Medical Service  
Aboriginal Corporation

