

TRAVELLED A LONG WAY TO GET HERE? ASK ABOUT TELEHEALTH



Peter Mac
Peter MacCallum Cancer Centre
Victoria Australia

Having your consultation by video can save you travel to Peter Mac for some appointments.

You can have the consultation in your home (or anywhere that suits) using your own computer, or with your local GP or other healthcare provider. Telehealth must be requested and booked in advance.

Any patient can be offered telehealth if it is clinically suitable. It is generally available for rural, regional or interstate Peter Mac patients.

You can ask your Peter Mac treating team about telehealth. If it is suitable, you will get an appointment booked as usual. Your appointment letter includes the website address, and instructions on how to do a test call.

Need bloods or imaging?

Your Peter Mac treating team will talk to you about getting bloods or imaging done close to your home beforehand, if this is needed.

Cost

If eligible, consultations are bulk-billed to Medicare.

There is never any cost to you.

What you'll need

To take part in a telehealth video consultation with Peter Mac, you will need:

- A reasonably up-to-date computer, iPad, tablet or smart phone
- A webcam, microphone and speakers (built-in or plug-in)
- Reasonable internet
- Up-to-date Google Chrome installed, or, if you are using an iPad or iPhone, the Video Call app installed.

An easy way to check if your computer and internet is sufficient is to do a test call. You can do this at any time. No one will pick up your call.

Sometimes it might be better for you to go to your local doctor and include them in the telehealth consultation.

Find out more at www.petermac.org/telehealth



Instructions for having a telehealth video consultation with Peter Mac

Please do a test call

You'll need:

- A computer (or iPad, tablet or smartphone) with internet
- A webcam, microphone and speakers (all built-in or plug-in is fine)



Test call

You can do a test call at any time, for example if you are thinking about telehealth or have a telehealth consultation booked. Do a test call to make sure it works for you on your computer.

Please try to use the same computer for the test call as you will use for the consultation.

1. Use **Google Chrome**
 - If you don't already have Chrome, do a web search for 'install chrome' and you will be directed to the correct version for your computer.
2. Go to **www.petermac.org/telehealth**
3. Do a **test call**

On the day – around the time of your booked consultation



Start video call ▶

1. Use **Google Chrome**
2. Go to **www.petermac.org/telehealth**
3. **Start video call** and follow the prompts
4. Enter the patient's name, and a phone number we can contact you on at the time of the consultation if we need to (we do not normally call you)
5. You are then in the online waiting room – this is like being in the waiting room at Peter Mac
6. We will then pick up your call when we are ready to start the consultation

Note: Your internet data is not being used until we start the call with you

Using an iPad or iPhone



1. Install the **Healthdirect Video Call** app from the App Store
2. Close the app
3. Use any browser – go to **www.petermac.org/telehealth** and **start video call**
4. Follow the prompts as above



For more information

- Talk to your treating team
- Go to **www.petermac.org/telehealth**