

APPOINTMENTS VIA VIDEO CONSULTATIONS

All you need is to be connected to the internet with a device that contains a camera and microphone, such as a smart phone, a laptop or a computer.

WHRIA uses **Attend Anywhere™** for our video consultations. This service provides health-grade privacy, security and data protection where you enter WHRIA's online "waiting area" in your own private video room. WHRIA 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 (such as You Tube) you can make a video call
- A private, well-lit area where you will not be disturbed during the consultation
- *One of these browsers:*
 - Google Chrome web browser on a desktop, 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)

BEFORE YOUR APPOINTMENT

TEST CALL via <https://attend.vc/whria> and follow the instructions

Please test out your call BEFORE the day of your appointment so you have time to rectify any problems that may arise.

WHAT DO I DO IF SOMETHING IS NOT WORKING?

Go to <https://consult.attendanywhere.com/troubleshooting>

TO ATTEND YOUR APPOINTMENT (10 mins before the time)

We will text or email the link: <https://attend.vc/whria>

On the day of your appointment, click START VIDEO CALL to enter the waiting room (you will not be using any internet/data until your doctor joins the call)

More information: Please call our office on 1300 722 206