# headspace Mildura Telehealth Services

## What moving to telehealth means for young people?

You will now be able to speak to your headspace worker from the comfort of your home! Our team of allied health practitioners will continue to support you from safe and confidential locations. This document addresses some frequently asked questions and should be read alongside our 'How To' Guide.

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

- Good connection to the internet.
- If you can watch a video online (e.g. YouTube) you can make a video call
- A private, well-lit area where you will not be disturbed during the consultation. You should feel comfortable to speak openly to make sure that you get the most benefit from the appointment.
- If you are connecting from a desktop or laptop (Windows or Mac), or an Android tablet or smartphone you will need Google Chrome web browser. If you are connecting from an iPad or iPhone, you can now connect through Safari.
- You will also need a webcam, speakers, and a microphone. These are already built into some laptops or mobile devices.

## Safety

To ensure your safety, you and your clinician may discuss a contingency plan in case of risk. If you disclose to the clinician that you are at risk or unable to keep yourself safe, the clinician will call your emergency contact to offer onsite support. We ensure that your video calls are secure, and your privacy is protected. The clinicians will not make a recording of the session and we ask young people and their families to respect the clinician's privacy by agreeing to not making recordings either.

## How much does a video call cost?

The video call is free (except for your internet usage).

## How much internet data will I use?

You do not use any data while waiting for a clinician to join you. Data use is less on lower-speed internet connections, or if you are 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.

*Smartphone & tablet users: If you can, connect to a home Wi-Fi network to avoid using your mobile data allowance.*

You are not obliged to attend your appointment by Telehealth, if you prefer, we can offer a phone consultation instead! Please contact the centre on **5021 2400** to discuss your preference.

## Prior to your telehealth appointment

Before your telehealth appointment, you must complete your hAPI Survey. To complete this survey, please click on the link below. If you have any troubles accessing the survey or require assistance, please contact the centre on **(03) 5021 2400.**

https://hapi.headspace.org.au/login/young_person

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## Technical requirements

- Windows PC with i5 or faster processor and 3GB of RAM (Windows 7 or later)
- Apple Mac with i5 or faster processor and 3GB of RAM (OS X 10.5 or later)
- Android-based smartphone or tablet (Android 4.3 or later)
- iPhone or iPad with Safari browser (iOS 9 or later)

## Trouble shooting

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| Audio trouble | • Check that speaker/headset volume level is adequate Audio is not on mute?<br>• Are they plugged in securely?<br>• If powered, are they switched on?<br>• Is audio being used by another program on the computer? Check computer's audio settings.<br>• Are you hearing an echo? Check computer's audio settings. |
| Camera | • If external, is it plugged in securely?<br>• Is Chrome using the correct camera?<br>• Click camera icon in Call Screen's address bar.<br>• Check access and selected camera.<br>• Could other software be using the camera?<br>• May require computer reboot.<br>• Do your firewall settings allow video streaming? Ask whoever looks after your firewall for help. |
| Microphone | • Is your microphone plugged in securely?<br>• Could another program on the computer be using the microphone?<br>• Check computer's audio settings.<br>• Is Chrome using the correct microphone?<br>• Click camera icon, check access and selected microphone. Is the microphone muted? |
| Poor video or audio quality | • Connection to Internet okay?<br>• Make a connection test call.<br>• Check speed and latency at www.speedtest.net<br>• Are there others on the network using lots of bandwidth? (for example: Netflix or YouTube)<br>• Is the modem/router working properly?<br>• If you are connecting through Wi-Fi, check your signal strength indicator. Can you get closer to the Wi-Fi access point? |