

Attending your appointment via Telehealth

Second Psychiatric Opinion Service (SPOS)

Where appropriate, you can have your consultation online via a video call platform called Telehealth

Video calling is as convenient as a phone call, with the added value of face-to-face communication. It can save you time and money.



Where do I go to attend my SPOS appointment?

Telehealth calls will be facilitated by, and occur at your local area mental health service/clinic.

When you attend your health service at the appointment time arranged, your health service will assist you with setting up Telehealth. You will be in an online waiting room until the SPOS Psychiatrist calls you.

Please see the next page for more information on how to make a video call.

To attend your appointment, go to:

<https://www.secondopinion.org.au/telehealth/>



Is it secure?

Video calls are secure; **your privacy is protected**. You have your own private video room that only authorized clinicians can enter.

No information you enter is stored.




How much does a video call cost?

The video call is free, as is the SPOS consultation.



What do I need to make a video call?

- A good connection to the internet
- A private, well-lit area where you will not be disturbed during the consultation
-  Google Chrome web browser on a desktop or laptop (Windows or Mac) provided by the health service
- Smartphones are not the preferred medium for the consultation
- Web-camera, speakers and microphone (already built into laptops/desktops/tablets)

Get ready to use Telehealth

Desktop/laptop computer



Make sure that you use the Google Chrome web browser.



(Computer users) Make a test call to check web-camera, microphone and speakers some time before your appointment.

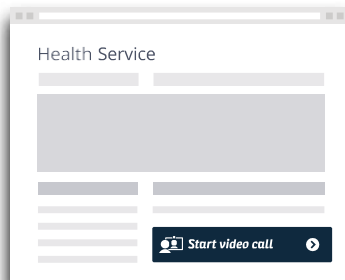


Go to <https://www.secondopinion.org.au/telehealth/>



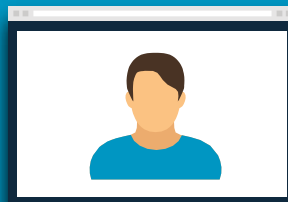
1

On this webpage, click the **Start video call** button and follow instructions



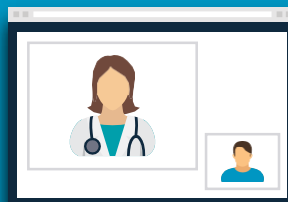
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Wait in your own private videoroom



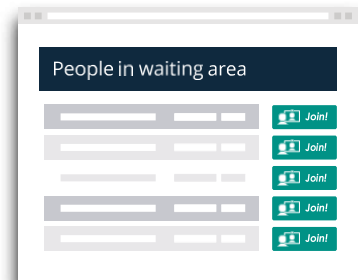
Music plays while you wait

Please note any advice displayed on-screen



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The SPOS Psychiatrist sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready.

For More Information

Contact SPOS: 1300 503 426 or email intake@secondopinion.org.au

