

Setting up a Consultation via Telehealth

Second Psychiatric Opinion Service (SPOS)

Where appropriate, you can set up a SPOS consultation online via a video call from our website. Telehealth consultations are delivered via a platform called (HealthDirect).

Video calling is as convenient as a phone call, with the added value of face-to-face communication.



How to set up for an SPOS Telehealth appointment

SPOS will communicate with your health service to arrange set up of the Telehealth consult. The **consultation will occur with the consumer at their treating health service.**

When the consumer attends your health service at the appointed time, we request that you assist them with setting up Telehealth in a private room. Follow the steps overleaf. The consumer will then enter the platform via our website and will wait for the SPOS Psychiatrist to join them in a video call.

To set up the appointment, go to:

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

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



Is it secure?

Video calls are secure; **the consumers' privacy is protected.** They will have their own private video room that only authorized clinicians can enter.

No information you or they enter is stored.



How much does a video call cost?

The **video call is free** for you and the consumer, as is the SPOS consultation.

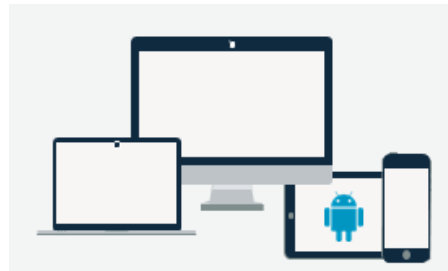



What do I need to make a video call?

- **Laptop, tablet (iPad) or desktop computer** (to be provided by the health service).
- **Google Chrome** web browser (download from) <https://www.google.com/chrome/browser/desktop/index.html>
- **Web-camera, speakers and microphone** (on many laptops these are embedded)
- **A good connection to the Internet**
- **A private, well-lit room** where they will not be disturbed during the consultation
- **A support person available** (case manager/clinician) in the event of technical problems and/or distress
- **Smartphones are not the preferred medium** for the consultation

Get ready to use Telehealth

Desktop/laptop computer



-  Make sure that you use the Google Chrome web browser.
- ✓ Make a test call to check camera, microphone and speakers in advance of the appointment. The test can be carried out as below. SPOS Administration can assist you with this process.

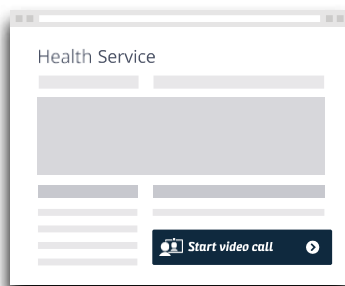


Go to <https://www.secondopinion.org.au/telehealth/>



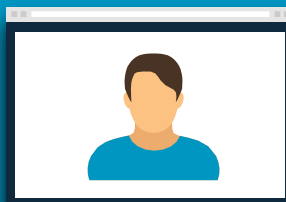
1

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

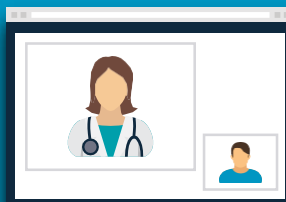


2

The consumer will wait in their own private videoroom

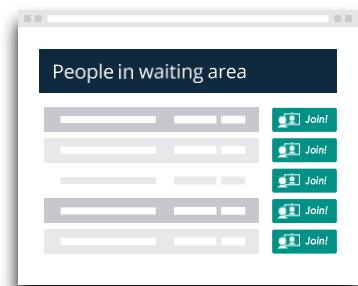


Music plays while they wait
Please note any advice displayed on-screen



3

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



4

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



For More Information

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

