



TELEHEALTH

ACCESSING ONLINE SPECIALIST ENDOCRINOLOGIST SERVICES

How does telehealth consultation work?

You will need to have an internet connection and a comfortable and private room to use for your appointment. We use Zoom to facilitate our online consultations. Zoom is widely available and is free for you to use on either your computer, tablet or mobile device. You do not need to have a Zoom account to access telehealth services.

Setting up and accessing telehealth

Before joining a Zoom meeting on a computer or mobile device, you can download the Zoom app from the Zoom download centre <https://zoom.us>, otherwise you will be prompted to download and install Zoom when you click a join link.

You will be emailed an invitation to your consultation as a link via email.

- Each meeting has a unique 9, 10, or 11-digit number called a meeting ID that will be required to join a Zoom meeting
- If you are joining via telephone, you will need the teleconferencing number provided in the invite.

At least 10 minutes before your appointment please click on this link when logged into your email (on your phone or computer), and if you have not already downloaded the Zoom App, you will be directed to do so via this screen:

11:02 85%

ZOOM Cloud Meetings
Zoom
FREE - Web Application VIEW

zoom JOIN HOST

If the Zoom app is installed, please click "Join Meeting."

Join Meeting

First time using Zoom on this device? Please download the Zoom app from the Google Play store or directly from "Download from Zoom" below.

Enter ID: 974427315 after you install the Zoom app.

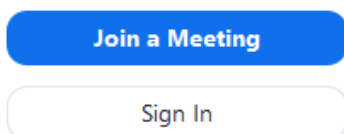
Download from Google Play

Download from Zoom

If you have already downloaded the Zoom App, click “join meeting” and you will automatically be directed to the meeting. Please “join with video” if you wish to be seen.

If you are not automatically directed to the meeting, OR if you do not wish to create a Zoom account, then do the following:

1. Open the Zoom desktop client at <https://zoom.us/join>
2. Join a meeting using one of these methods:
 - Click **Join a Meeting** if you want to join without signing in.



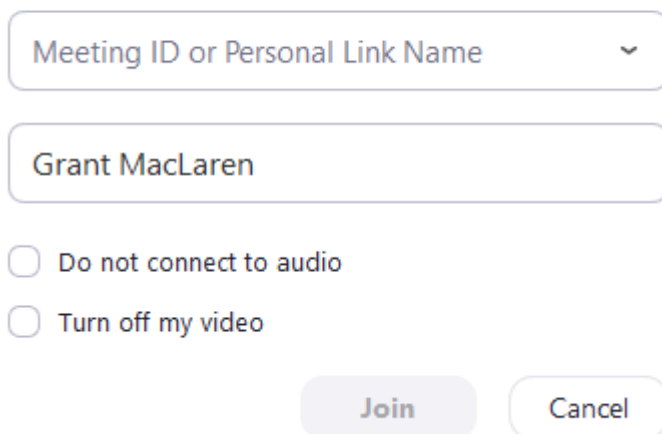
- OR Sign in to Zoom then click **Join**.



Join

3. Enter the meeting ID number that was emailed to you, and your display name.
 - If you're signed in, change your name if you don't want your default name to appear.
 - If you're not signed in, enter a display name.

Join a Meeting



The image shows a form for joining a Zoom meeting. It has a dropdown menu for "Meeting ID or Personal Link Name" with a downward arrow. Below that is a text input field containing "Grant MacLaren". There are two radio buttons: "Do not connect to audio" and "Turn off my video". At the bottom are two buttons: "Join" and "Cancel".

4. Select if you would like to connect audio and/or video and click **Join**.

A consent form is attached below. Please return this prior to your appointment.

After your appointment

Please call the front desk on **(02) 9157 9095** to organise your follow-up appointment and the pick-up or postage of any pathology request forms, scripts and results.

Fees

An initial consultation costs vary depending on the complexity of the consultation (between \$320 and \$560). Follow-up fees are \$240.

For telehealth consultations, if you have a valid referral, you will be able to receive a Medicare rebate for each visit.

Payment can be made over the phone by calling the clinic direct on **02 9157 9095** and can be made prior to your appointment.

Fees are subject to change without notice. For more specific costs please speak to our friendly front desk staff.