

# Telehealth

Often face to face services are not necessary. If it is safer for you, your appointment will be delivered over the phone or video call; this type of service delivery is called Telehealth.

## What will I need?

You need a telephone number for us to call you on; this may be your mobile or home telephone number. A device with video and audio is best. One of the below devices will work:

### Video and audio:

- Smart phone (Mobile phone with internet)
- Laptop with camera and microphone
- Tablet - either iPad or Android device
- Desktop computer with camera and microphone
- Internet connection



### Audio only:

- Smart phone
- House phone

## How do I connect to the Telehealth session?

You will receive an email or a text message with a link to open the telehealth session. Your service provider will be in touch with instructions on how to do this.



## Can I have an interpreter?

Yes. Interpreters are free. Please let us know.



**All our current services are eligible for Telehealth.**

## Any questions? Call us:

Deer Park: 9219 7142 St Albans: 9296 1200 Altona Meadows: 8368 3000  
Hoppers Crossing: 8734 1400 Wyndham Vale: 9216 7777

