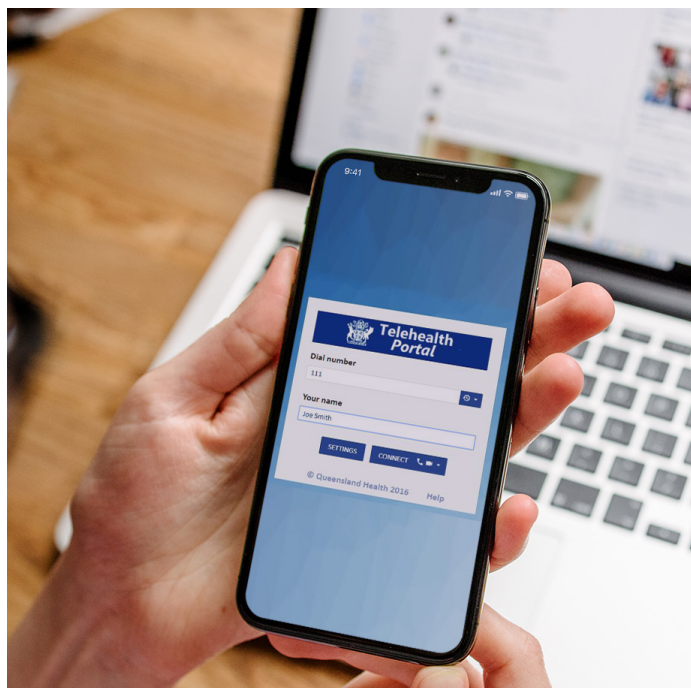


# Having your appointments via Telehealth

Townsville  
Hospital  
and Health  
Service



Telehealth is available at Townsville University Hospital as an alternative to in person and telephone appointments.

## What is Telehealth?

Telehealth is a video call, similar to FaceTime or Skype, where you can attend your hospital appointment from your home or workplace, using the camera on your smart device or computer.

## Benefits of Telehealth

Telehealth allows patients to receive the same quality of care closer to home, using videoconferencing technology.

Telehealth consultations are private and secure.

## What do you need?

- A smart device, laptop or computer with a forward-facing camera
- Built-in speakers and microphone, or a pair of headphones with a microphone connected to your device
- A reliable internet connection (at least 4G)
- A safe and quiet environment so you can communicate with your clinician.

## How to access the program

You will be contacted by a Townsville Hospital and Health Service bookings officer who is coordinating your appointment. They will either email or send the link via a text message to your device.

Simply click on the link to open the safe and secure webpage. You may need to allow access to the camera and microphone on your smart device or computer.

Some Telehealth appointments will start at a set time, others will be scheduled within a specific time frame.

If you have any difficulties connecting or have been waiting longer than 15 minutes, please disconnect your video call and phone the contact number listed in the appointment email or text message for assistance.

## Technical support

For all technical support please contact the statewide Telehealth support line on **1800 066 888**  
Monday - Friday, 7.45am - 5pm.

[www.telehealth.health.qld.gov.au](http://www.telehealth.health.qld.gov.au)

## FACT SHEET: Telehealth Services



This patient information brochure supports  
National Safety and Quality Health Service  
Standard 2 - Partnering with Consumers

