



How to use the **Virtual Clinic** for your **Telehealth** **consultation**

via phone or computer



How to use the **Virtual Clinic**

What is the Virtual Clinic?

Virtual Clinic provides patients with a **video** link for them to complete their health care appointments online.

The connection is **safe** and **secure**. This means uninvited people cannot access the session at the same time.

You will be sent a link to your **email** or **phone**.

Please use a device that has a working **camera** and **microphone**. This can be a mobile phone, computer, Ipad or tablet.

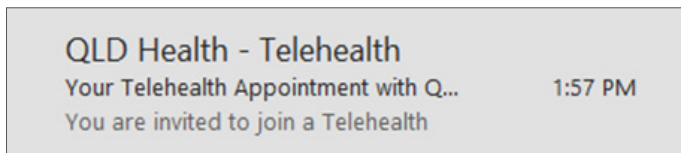
The larger the screen, the better, and having a **stable internet** connection works best.

A step-by-step process is outlined on the next pages explaining how to connect to your online appointment using your device.

Email

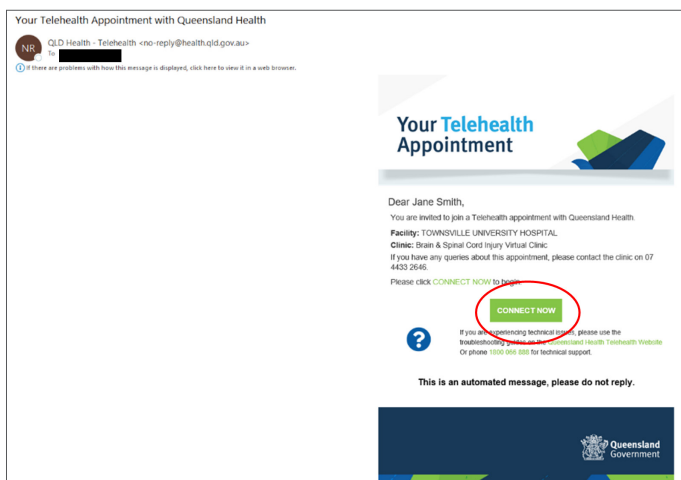


- 1 You will receive an email from Queensland Health like below.



Check your spam/junk mail box if it is not in your main inbox.

- 2 Click the 'Connect Now' button.

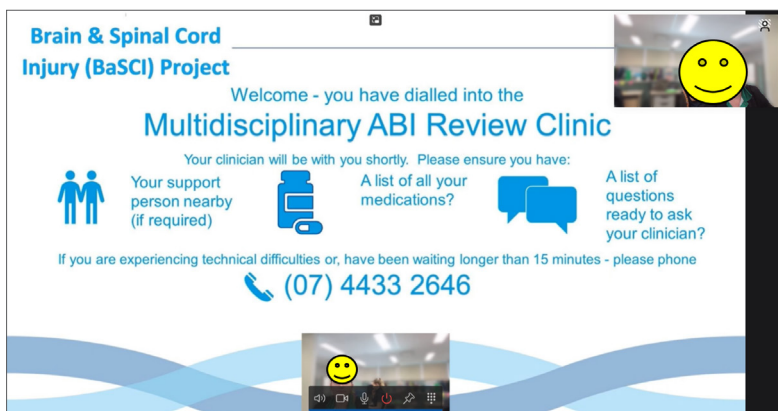


- 3 It will ask permission to use your camera and microphone. Click allow.



4

You will be taken to a screen that looks like this.
You will be able to see your face.
This is the **waiting room**.



The clinician will then connect, and you will be able to see their face as well instead of the waiting room.

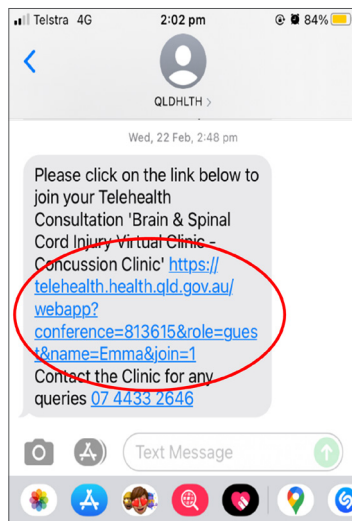


Text message



- 1 You will receive a text message that looks like this.

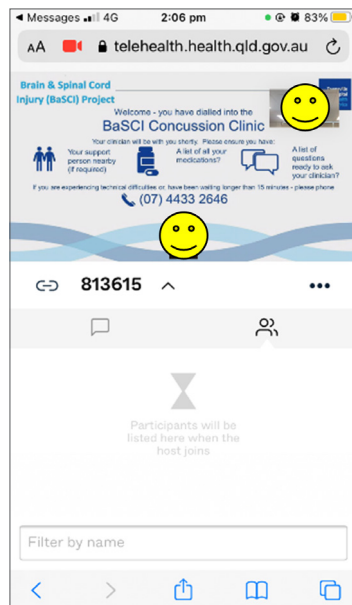
Click the link.



- 2 You will be taken to a screen that looks like this.

You will be able to see your face.

This is the waiting room.

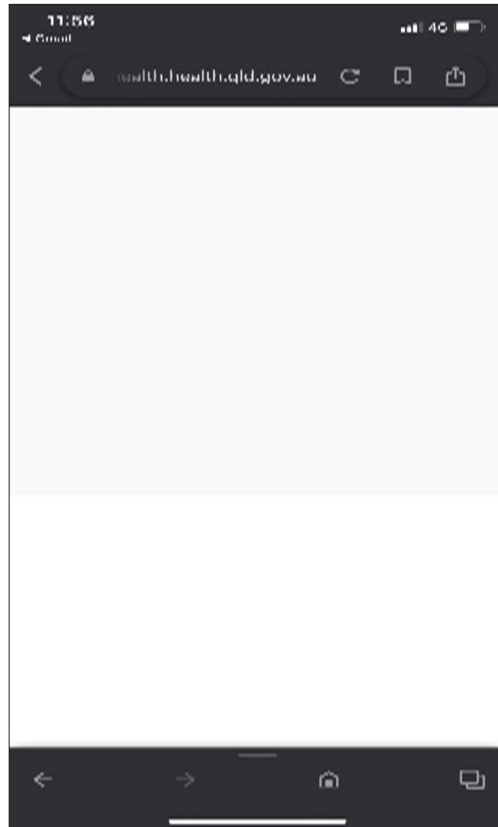


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- 3 The therapist will then connect and you will be able to see their face as well instead of the holding screen.



If the connection is not working:

If you see a blank screen, restart the computer/phone/ipad or device you are using.



**If it still doesn't work please call 1800 066 888.
Monday to Friday 7:45am - 5pm**

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Standard 2
Partnering with
Consumers



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Version 1

Last reviewed:
April 2024

Review date:
April 2026