

Having your appointments via video call

Townsville
Hospital
and Health
Service



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Video call consultations are available at Townsville University Hospital as an alternative to in person and telephone appointments.

What is a video call?

You may be familiar with video call technologies like FaceTime or Zoom. A video call consultation uses similar technology, allowing you to attend your hospital appointment from your home or workplace, using the camera on your smart device or computer.

Benefits of video call

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

Video call consultations are private and secure.

What do you need?

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

How to access the service

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 video call consultations 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 Queensland Health Telehealth support line on **1800 066 888**.

Monday to Friday, 7:45am - 5pm.

telehealth.health.qld.gov.au