

## Healthdirect telehealth platform now available for all general practices and allied health services in our catchment

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Healthdirect Video Call is an easy-to-use telehealth platform funded by the Commonwealth Government.

Due to the increased need for telehealth during the COVID-19 pandemic, Healthdirect Video Call is now available free of charge for all general practices and allied health services in our catchment until September 2020.

### Background

Healthdirect Video Call allows health care services using telehealth to provide a single, consistent entry point on their website.

Patients simply click a link to enter an online waiting room for their appointment. Patients do not need an account, special software or dial-in details, which reduces the need for extra resources or systems to support video consulting.

[Visit the Healthdirect website](#) to watch an informative video about how Video Call works.

### What your practice gets

- Full access to Healthdirect Video Call for all practices in the North Western Melbourne Primary Health Network (NWMPHN) catchment
- Free access until September 2020
- Healthdirect platform meets all privacy requirements
- Simple registration process through NWMPHN
- Onboarding support provided by NWMPHN
- Ongoing support available on the Healthdirect website and support hotline
- Guides for educating patients on how to access and use the service

### What your practice needs

- **Webcam:** built-in or attached using a USB port.
- **Microphone and speaker:** these are built into most laptops, but a headset is a great option.
- **Second monitor (*recommended*):** allows you to display the video call on one monitor and patient information on the other.
- **Reliable internet connection: if you can watch a video online you can make a video call.** You need a minimum of 350 Kbps bandwidth per video stream Use [speedtest.net](https://www.speedtest.net) to make sure you have enough bandwidth.
- One of the following web browsers:

- Google Chrome Version 72+ (Windows, Android, MacOS)
  - Apple Safari Version 12+ (MacOS, iOS)
  - Firefox Version 68+ (Windows, Android)
  - Microsoft Edge Version 79+ (Windows, MacOS)
  - Microsoft Edge Version 44+ (Android)
  - *If you are not sure which browser you are using, visit [whatsmybrowser.org](https://whatsmybrowser.org)*
- A private, well-lit area: where you will not be disturbed during the consultation.

## How to apply

If your general practice or allied health service would like access to the Healthdirect Video Call platform, please complete the short online application form using the link below:

### [Application form](#)

**Please ensure only one member from your practice/service submits an application.**

Your relationship manager will then be in touch to book in a time for your onboarding meeting.

For more information contact:

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## ABOUT PHNs

Funded by the Commonwealth Department of Health, Primary Health Networks (PHN's) began operation on 1 July 2015 and are responsible for coordinating primary health care and facilitating improved health outcomes in their local community. Melbourne Primary Care Network operates the North Western Melbourne Primary Health Network (NWMPHN).

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.



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