

What is a Telehealth Video Appointment?

A Telehealth appointment allows you to meet with your cardiologist via a video link. You will connect with your cardiologist on the computer/tablet screen and will be able to see and speak with them as you would in a face-to-face consultation.

If you would like to connect with your cardiologist for your consultation via video link please let the receptionist know at the time of booking.

The options for connecting via video link are FaceTime, Zoom and Skype.

What will I need for the different options available for a video Telehealth consultation?

1. **FaceTime:** (iPhone to iPhone only)

→ iPhone with internet connection

2. **Zoom & Skype:**

→ Laptop with built camera and microphone OR

→ Tablet with built in camera and microphone OR

→ Personal computer (PC) with webcam & microphone OR

→ Smart phone with video capabilities

→ Internet connection

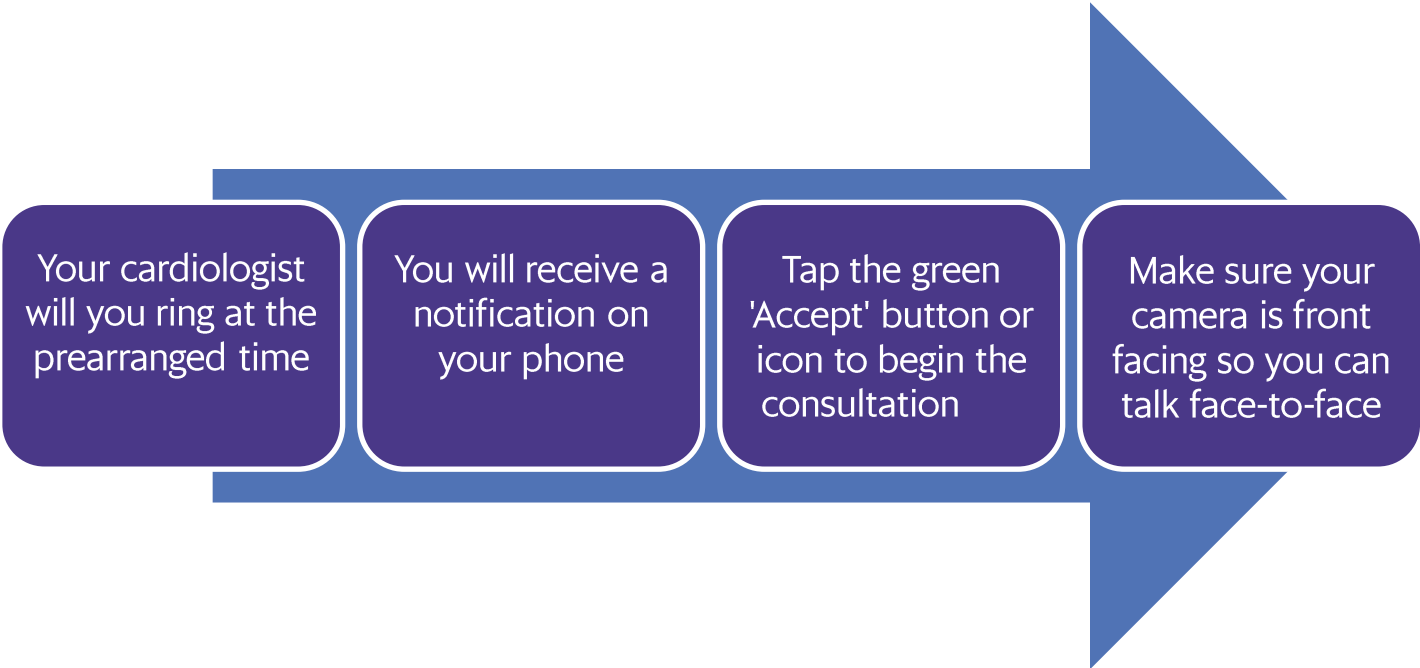
→ If using a computer or tablet you will also need a valid email address & access to emails on whatever device you are using



How do I use FaceTime?

This method **is only suitable for iPhone to iPhone** connections. Android phones do not currently have FaceTime or a similar product.

FaceTime is simply a phone call with video and is very easy to use. Please make sure you have your phone with you at the time of your appointment and you have access to a quiet private space. If the doctor is running late one of our support team will notify you via SMS.



Your cardiologist will ring you at the prearranged time

You will receive a notification on your phone

Tap the green 'Accept' button or icon to begin the consultation

Make sure your camera is front facing so you can talk face-to-face



How do I use Zoom?

Zoom is a cloud based video conferencing service that can be **downloaded and accessed at no charge**. If you do not already have Zoom installed on your device, it will download automatically when you connect for the first time. Zoom can be used on both Windows and Mac computers and tablets as well as on smartphones, both Android and iPhones.

Zoom on Smart phone

A Zoom meeting link & password will be text to your phone prior to your consultation

You will receive an SMS notification letting you know your cardiologist is ready for your consultation

Open the SMS and tap on the Zoom meeting request link sent via SMS to connect

Enter password provided with link to begin consultation

Zoom on computer, laptop or tablet

A Zoom meeting link & password will be emailed to you prior to your consultation

You will receive an SMS notification letting you know your cardiologist is ready for your consultation

Open the email and click on the Zoom meeting request link

Enter password provided in the email to begin consultation

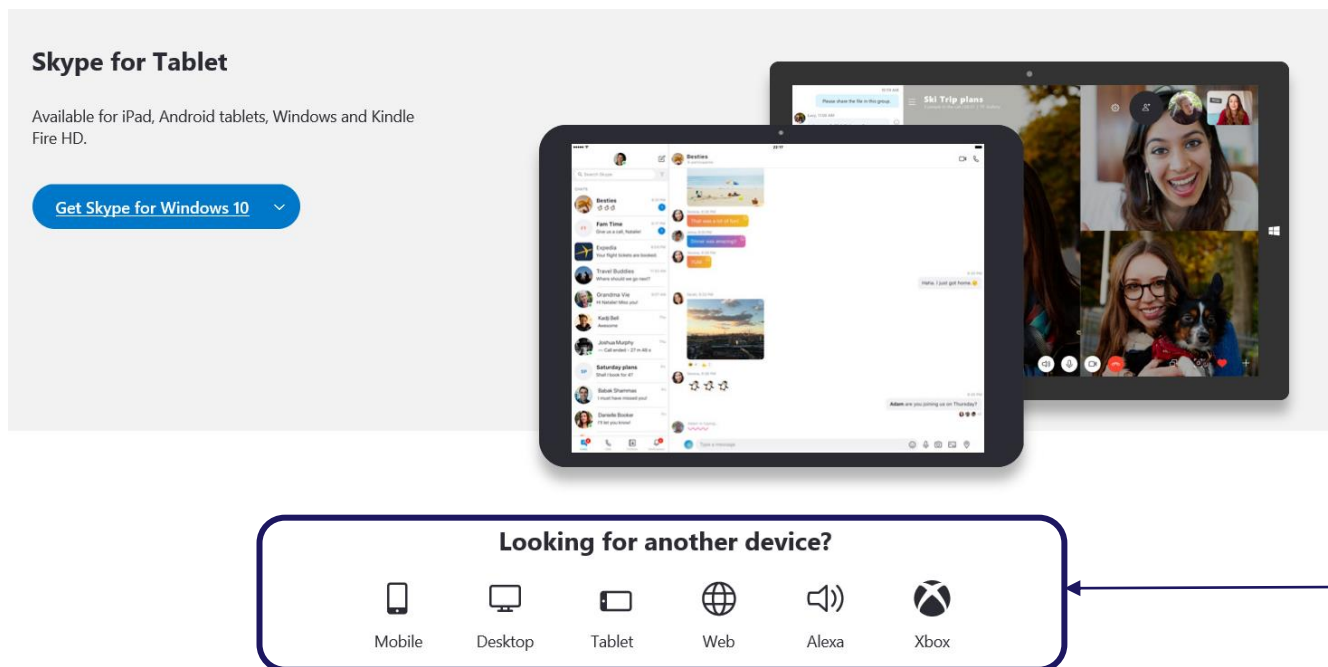


If you have an existing Skype account we will just need your user name to connect.

If you don't have Skype and this is your preferred method for a consultation with video link, you will need to download the software.

Step 1: Download the software

The Skype software will need to be downloaded prior to connecting for your first Telehealth consultation. Depending on which device you plan to use, you can download Skype for **computers, tablets and phones.**



The image shows a screenshot of the Skype website. On the left, there is a section titled "Skype for Tablet" with the text "Available for iPad, Android tablets, Windows and Kindle Fire HD." Below this is a blue button that says "Get Skype for Windows 10". To the right of the text are two tablet devices. The front tablet displays a Skype chat interface with a list of contacts and a chat window. The back tablet displays a Skype video call in progress with two participants. Below the tablets is a rounded rectangular box with the heading "Looking for another device?". Inside this box are six icons with labels: a mobile phone icon labeled "Mobile", a desktop monitor icon labeled "Desktop", a tablet icon labeled "Tablet", a globe icon labeled "Web", a speaker icon labeled "Alexa", and an Xbox logo icon labeled "Xbox". A blue arrow points from the right side of the "Looking for another device?" box towards the right edge of the page.

Computers

To download for your computer, click one of the following links:

- Skype for [Windows](#).
- Skype for [Mac](#)

Smartphone

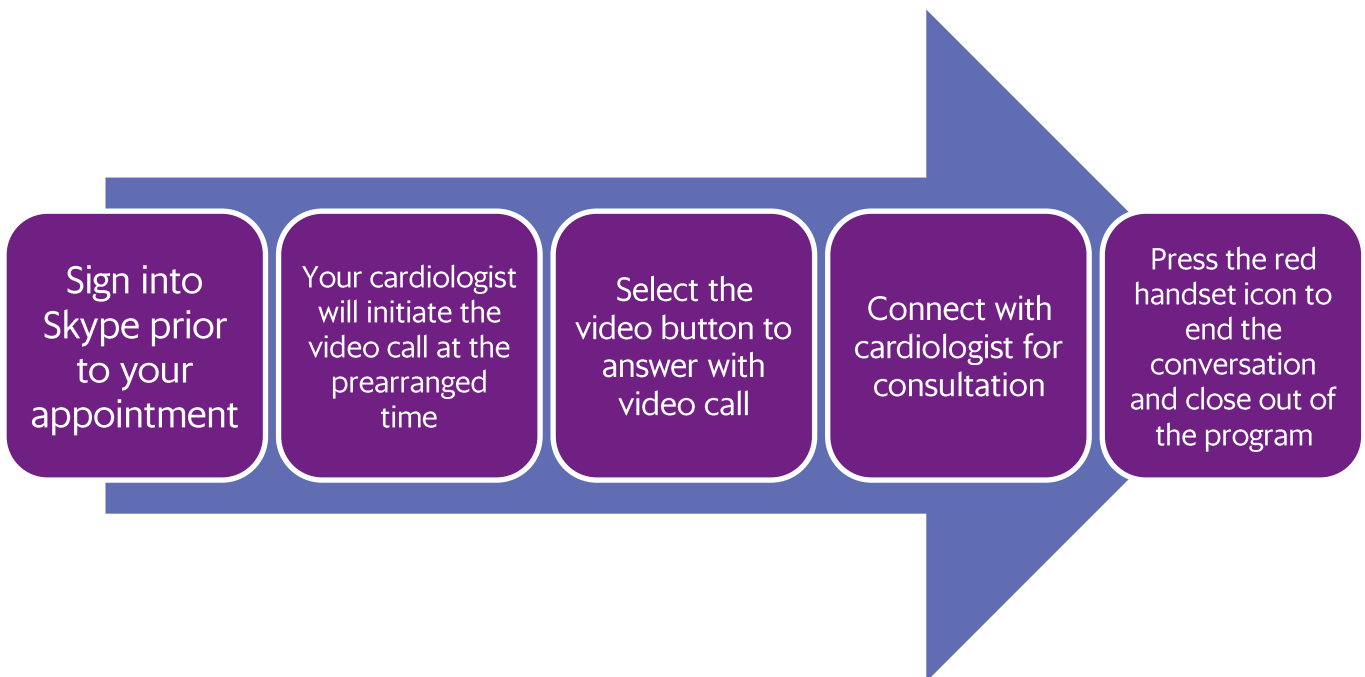
A free app is available for both iPhone and Android phones.

Tablet

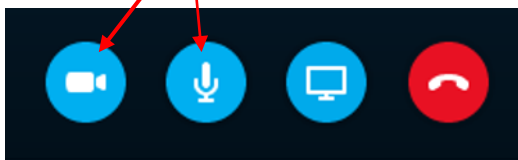
To download software for your tablet please [click here](#)

Step 2: Create your username

Create a username and password you can easily remember. You will need to let us know what your user name is so that we can find you easily at the time of consultation.



To access both video and sound, make sure the video & microphone button are both turned on.



Not crossed out as seen below.

