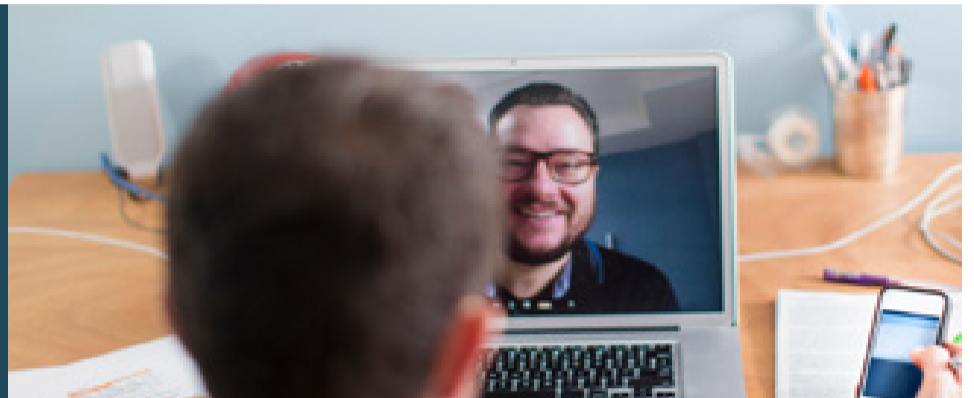


Using healthdirect for Telehealth

Important information for your video call appointment

Where appropriate, you can have your consultation online via a video call

Video calling is as convenient as a phone call, with the added value of face-to-face communication.



Where do I go to attend my appointment?

To attend your appointment, go to:

<https://vcc.healthdirect.org.au/t/bendigocommyhealth/join>

If you have received this guide by email this is a live link - just click to go to our waiting room

Instead of travelling to your appointment, you enter the clinic's waiting area online. **Via link above.**

The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account. No information you enter is stored.

What do I need to make a video call?

A good connection to the internet

If you can watch a video online (e.g. YouTube) you can make a video call

A private, well-lit area where you will not be disturbed during the consultation

One of these:

- Google Chrome web browser (recommended) or Firefox web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone
- Safari web browser on an Apple desktop or laptop (MacOS), or iPad or iPhone

Web-camera, speakers and microphone (already built into laptops or mobile devices)

Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

How much does a video call cost?

The video call is free (except for your internet usage). However, the regular costs – if any – of a medical consultation still apply.

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition*.

Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.

Data use increases when there are more than two participants in the call.



Smartphone & tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

* That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to Skype® or FaceTime®.

Our Client Services staff are there to help you!

Please call the BCHS Client Services team on **5406 1200** if you have any questions or concerns about your appointment.

WAITING TIMES: Sometimes our doctors and health professionals need more time with a client. This means you might have a short wait for your appointment. When you enter the online 'waiting room' they will be notified you are there. If you have been waiting **more than 20 minutes** for your appointment, please call Client Services on **5406 1200**. Thank you.

Get ready to make video calls



Make sure that you use one of the following web browsers:

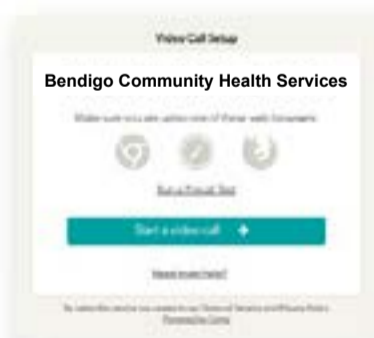
-  Google Chrome Version 72+ (Windows, Android, MacOS)
-  Apple Safari Version 11.4+ (MacOS, iOS)
-  Firefox Version 68+ (Windows, Android)
-  Microsoft Edge Version 79+ (Windows, MacOS)
Microsoft Edge Version 44+ Android



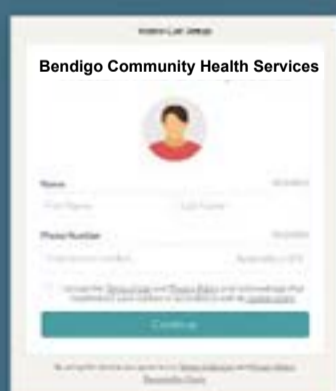
Go to <https://vcc.healthdirect.org.au/t/bendigocommmyhealth/join>

If you have received this guide by email this is a live link - please just click to go to our waiting room

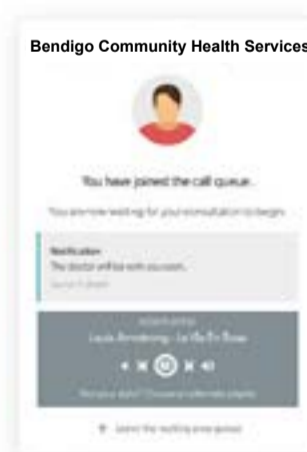
1
Go to the entry point on the service's website and click the Start Video Call icon



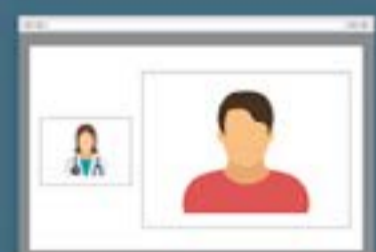
2
Enter name and phone number when prompted



3
Enter the clinic's online Waiting Area



4
Clinician arrives and the consultation proceeds



! What do I do if something is not working?

- Go to <https://vcc.healthdirect.org.au/troubleshooting>

healthdirect
Video Call

Connect with us: www.bchs.com.au



လဲအဆုတ်သွန်နံဖးသီခီဖျိတ်ကိးလိ်သး လာကွဲဟူဖျါအပူ

Bendigo Community Health Services

ဖဲအလီအိၣ်,နဒီးန့ၣ်ဘၣ်တၢ်ဟ့ၣ်က့ၣ်ဟ့ၣ်ဖးသုခီဖျိ
အိၣ်လဲန့ၣ်လာတၢ်ကိးလိ်သးလာကွဲဟူဖျါအပူန့ၣ်လီၤ.

တၢ်ကိးလိ်သးလာကွဲဟူဖျါအပူအံၤဘိၣ်ညိၣ်ဝဲဒ်လိတဲစိအသိး.ယုၣ်ဒီးတၢ်ကဲ
ဘျုးဒိၣ်ထီၣ်လၢကဆဲးကျိၣ်လိၣ်ဘၣ်သးလာဗဲဒ်ကိးဗဲဒ်န့ၣ်လီၤ.

ကမၤစ့ၤလီၤနတၢ်ဆၢကတီၢ်ဒီးတၢ်လၢာ်ဘျုးလၢာ်စ့ၤ.ဒီးဟဲဒ်ယုၣ်တၢ်ကွဲထွဲန့ၣ်
လၢအဘျုးဒီးန့ၣ်လၢဟံၣ်လၢယီၤန့ၣ်လီၤ.



ယကဘၣ်လဲထီၣ်တၢ်သွန်နံဖးသီအံၤဖဲလဲၣ်.

လၢကလဲထီၣ်တၢ်သွန်နံဖးသီအံၤလီၤ,လဲအဆုတ်-
<https://vcc.healthdirect.org.au/t/bendigocommyhealth/join>

- လၢကလဲအဆုတ်သွန်နံဖးသီအလီၤ,နကဘၣ်န့ၣ်လီၤဆုကသံၣ်အဒေး(Clinic) တၢ်အိၣ်ခိးအလီၤဖဲအိၣ်လဲန့ၣ်အပူန့ၣ်လီၤ.
- တၢ်ကဒုးသ့ၣ်ညါဆုၣ်ချ့က့ၢ်ဖဲန့ၣ်လဲတၢ်အခါ.ဒီးဆုၣ်ချ့ပုၤဘၣ်မူဘၣ်ဒါတဂၤကန့ၣ်လီၤ ဆဲးကျိးန့ၣ်ဖဲန့ၣ်အိၣ်ကတဲာ်ကတီၢ်သးအခါန့ၣ်လီၤ.
- တလိၣ်နတုကဲထီၣ်တၢ်န့ၣ်လီၤအနီၣ်ဂံၢ်န့ၣ်ဘၣ်.
- တၢ်ဂ့ၢ်တၢ်ကျိၤလၢန့ၣ်လီၤအိၣ်တဖၣ်တၢ်တဖၣ်ကိၤအိၣ်နီတံၤဘၣ်.

- ✓ လၢယကန့ၣ်လီၤလၢတၢ်ကိၢ်လိၣ်သးလာကွဲဟူဖျါအပူအံၤယကဘၣ်မၤ တၢ်မန့ၣ်လဲၣ်.
- ✓ အံၤဆဲးကျိးတၢ်ဆဲးကျိးလၢအဂံၢ်ဆုၣ်
နကွဲဟူဖျါအံၤလၢပုၤယဲၤအဖိခိၣ်မ့ၢ်သုတခိ(အဒိYouTube) အသိးန့ၣ်.နကိးလိၣ်သးလာကွဲဟူဖျါအပူန့ၣ်လီၤ.
- ✓ တၢ်လီၤလၢအသၢတတီၢ်,မ့ၢ်အူကတီၢ်ဖဲပုၤတမၤတံာ်တၢ်န့ၣ်အလီၤဖဲတၢ်တၢ် ပီၣ်တၢ်ပီၣ်အကတီၢ်
- ✓ ပုၤယဲၤကျိၤယုထံၣ်တဖၣ်အံၤတခါခါ-
 - Google Chrome web browser(ဘၣ်တၢ်န့ၣ် လီၤအိၣ်အဆၢကတၢ်)မ့ၢ်တမ့ၢ် Firefox web browserလၢဒီးစထိး (desktop)မ့ၢ်တမ့ၢ်laptop (Windowsမ့ၢ်တမ့ၢ်MacOS), မ့ၢ်တမ့ၢ်လၢAndroid tablet မ့ၢ်တမ့ၢ်လိတဲစိစိစုအသိတကလုၣ် (smartphone)အပူ
 - စၢဖၤရဲၤပုၤယဲၤကျိၤယုထံၣ်လၢApple desktopမ့ၢ်တမ့ၢ်laptop (MacOS)ယမ့ၢ်တမ့ၢ်iPadမ့ၢ်တမ့ၢ်iPhone
- ✓ ခဲမရၤအခဲၣ်သၢလီၤ,တၢ်မၤဒိၣ်ထီၣ်တၢ်ကလုၢ်ဒီးခဲမရၤဖိ(microphone) Laptops လၢတၢ်တုအိၣ်ပုၤယုၣ်မ့ၢ်တမ့ၢ်မိၤဘဲလိတဲစိစိစုတဖၣ်

ကွဲဘၣ်ဆုၣ်ညါလၢကသ့ၣ်ညါအိၣ်ထီၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤလၢကဘၣ် ကိးလိၣ်သးလာကွဲဟူဖျါန့ၣ်လဲၣ်အဂီၢ်

တၢ်ဘၣ်တၢ်ဘၢအိၣ်ခါ.

တၢ်ကိးလိၣ်သးလာကွဲဟူဖျါအံၤဘိၣ်ဘၢဝဲလီၤ.နနီၣ်ကစၢ်တၢ်ဂ့ၢ်ဆုၣ်တဖၣ်တၢ်ဒိသဒါ အိၣ်လီၤ.နအိၣ်ဒီးနဒေးလၢကအိၣ်သဒါအလီၤ,ထဲဒ်ဆုၣ်ချ့ကရၢပုၤဘၣ် မူဘၣ်ဒါခိၤန့ၣ်လီၤကွဲဒ်သုန့ၣ်လီၤ.

တၢ်ကိးလိၣ်သးလာကွဲဟူဖျါအံၤအလုၢ်အပူလၢာ်ထဲလဲၣ်.

တၢ်ကိးလိၣ်သးလာကွဲဟူဖျါအံၤကလီၤ(ထဲဒ်နအံၤဆဲးကျိးတၢ်လၢာ်ဘျုးလၢာ်စ့ၤအဂီၢ်ခိၤ) လီၤ.ဘၣ်ဆၣ်,တၢ်လၢာ်ဘျုးလၢာ်စ့ၤဒ်ညိၣ်န့ၣ်အသိး-မ့ၢ်အိၣ်တမံၤမံၤ-လၢအုၣ်ချ့တၢ် ဟ့ၣ်က့ၣ်ဟ့ၣ်ဖးအဂီၢ်ကလၢာ်ဒဲးန့ၣ်လီၤ.

ယကဘၣ်သ့အံၤဆဲးကျိးအဒါထဲလဲၣ်.

ဖဲနအိၣ်ခိးဆုၣ်ချ့ပုၤဘၣ်မူဘၣ်ဒါလၢကန့ၣ်လီၤဆဲးကျိးန့ၣ်အခါ နအံၤဆဲးကျိးဒါထဲတလၢာ်ဘဲဘၣ်.

တၢ်ဟ့ၣ်က့ၣ်ဟ့ၣ်ဖးလာကွဲဟူဖျါအံၤအံၤဆဲးကျိးဒါထဲကလၢာ်ဒ်ထဲနကွဲYouTube တၢ်ဂီၤမူလၢအဖျါရဲၤအပတီၢ်အသိးန့ၣ်လီၤ*.

တၢ်သ့ၤထဲအံၤကလၢာ်စ့ၤဖဲဖဲအံၤဆဲးကျိးအတၢ်ဆဲးကျိးယၢအခါ,မ့ၢ်တမ့ၢ်န့ၣ်သ့ ခိၣ်ထီၣ်,ထဲဖဲလဲး,မ့ၢ်တမ့ၢ်လိတဲစိစိစုအသိတကလုၣ်(smartphone) လၢအအိၣ်လိမ့ၢ်အဂီၢ်ဖဲန့ၣ်လီၤ.တၢ်ဂ့ၢ်တဖၣ်အံၤလဲလၢာ်အံၤ ကထုးစ့ၤလီၤနတၢ်ဆဲးကျိးအတၢ်ဂီၤအကလုၢ်အပတီၢ်သ့ၣ်န့ၣ်လီၤ. ဒါထဲအဂီၢ်ကလၢာ်အါထီၣ်ဖဲပုၤခဲၣ်န့ၣ်ပုၤယုၣ်လၢတၢ်ကိးလိၣ်သးလာကွဲဟူဖျါ တဘျီအံၤအပူန့ၣ်လီၤ.

ပုၤလၢအသုလိတဲစိစိစုအသိတကလုၣ်Smartphone ဒီးထဲဖဲလဲးတဖၣ်.
မ့ၢ်သ့မ့ၢ်ဘၣ်န့ၣ်,ဆဲးထီၣ်ဟံၣ်အံၤဆဲးကျိးမ့ၢ်တမ့ၢ်တၢ်မၤလီၤWi-Fi အံၤဆဲးကျိးအဂီၢ်ဒ်သိးကဟးဆဲးအံၤလၢတလိၣ်သ့န့ၣ်မိၤဘဲအဒါထဲလဲၣ်လၢနမၤ န့ၣ်အိၣ်အဆိၣ်တဂုၤအဂီၢ်တက့ၢ်.

* တၢ်န့ၣ်ကအိၣ်ဖဲ230 MBယုၣ်ယုၣ်လၢနလိတဲစိစိစုအပူ,ဒီး450 MBလၢနခိၣ်ထီၣ် အဖိၣ်ပုၤအပူလၢနကိးအိၣ်ယံၣ်ဖဲ20-မံးနံးအဂီၢ်,လၢအလီၤကလိၣ်အသးဒ်Skype® မ့ၢ်တမ့ၢ်Facetime® အသိးန့ၣ်လီၤ.



bendigo Community Health services

ကတီဟ်နသးလၢနကကီၢ်လိၣ်သးလၢကွဲၤဟူဖျါအပူၤတက့ၢ်




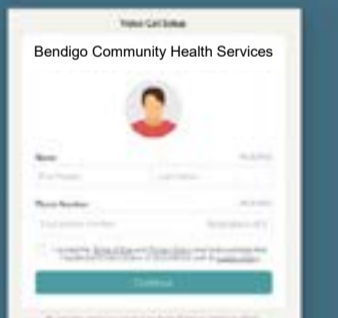
မၤလီၤတီၢ်သိးနကသ့အံၤထၢနဲးအပၢၣ်ယၢအကျိၤအဖီလၢတခါခါအသိးတက့ၢ်.

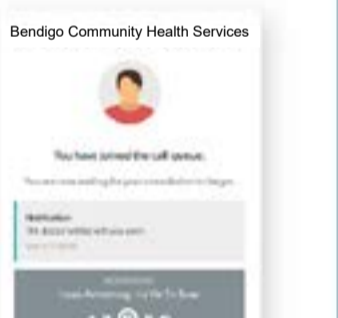
-  Google Chrome (Windows, Android, MacOS)
-  Apple Safari (MacOS, iOS)
-  Firefox 68+ (Windows, Android, MacOS)


လဲၤဆူ- <https://vcc.healthdirect.org.au/t/bendigocommyhealth/join>

- လဲၤဆူပၢၣ်ယၢအပူၤတက့ၢ်န့ၣ်လီၤအလီၢ်မံၤတံးလီၤစးထီၣ်ကိးကွဲၤဟူဖျါ 'Start Video Call' အတၢ်တံးလီၤအလီၢ်


- ထၢန့ၣ်လီၤနမံၤလီၤတဖီနီၣ်ဂီၢ်ဖဲနန့ၣ်ဟူတၢ်န့ၣ်လီၤတၢ်ကလုၢ်သိၣ်အခါ


- လဲၤန့ၣ်လီၤဆူတၢ်ဆိၣ်ခိးအလီၢ် 'Waiting Area' လၢအီၤလဲၤန့ၣ်အပူၤတက့ၢ်



- ဆူၣ်ဃုၤပုၤဘၣ်မ့ၢ်တၢ်ခါကမၤတုၤဒီးတၢ်ထီၣ်လိၣ်တၢ်ပိၣ်ကစးထီၣ်န့ၣ်လီၤ



- ! တၢ်တဖၣ်အံၤတမံၤမံၤမ့ၢ်တမၤတၢ်ဘၣ်န့ၣ်နကဘၣ်မၤနီၣ်လဲၣ်.
- လဲၤဆူ <https://vcc.healthdirect.org.au/troubleshooting>

လၢကသ့ၣ်ညါအါထီၣ်တၢ်ဂ့ၢ်တၢ်ကျိၤအဂီၢ်

Call Bendigo Community Health Services on (03) 5406 1200

This translation was provided courtesy of  **All Graduates**
INTERPRETING & TRANSLATING



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