

# Video call appointment

## Attending your appointment

As a client of The SAFV Centre, you have the option of meeting with your SAFV Centre practitioner online via a video call.

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

It can save you time and money, and brings your care closer to home.



Our reception staff will greet you when you arrive and inform your practitioner that you have arrived. Your practitioner will join you for your appointment.

There is no need to create an account. No information you enter is stored and your appointment is not recorded.

### What do I need to make a video call?

1. A good connection to the internet. If you can watch a video online (e.g. YouTube) you can make a video call
2. A private, safe and well-lit area where you will not be disturbed during the consultation
3. 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)

See over for more information on how to make a video call.

### Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room, that only authorised practitioners can enter. You will not be able to see other clients in the waiting room, and they won't be able to see you.

### How much does a video call cost?

The video call is free (except for your internet usage). If you require data to access your appointment via video call, please speak with your practitioner.

### How much internet data will I use?

You don't use any data while waiting for a practitioner 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.

\*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®.




# Video call appointment

## Attending your appointment

### Getting ready to make your video call

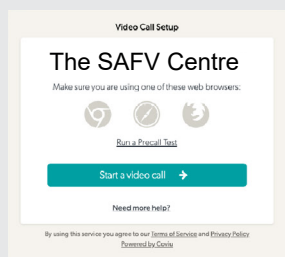


Make sure that you use one of the following web browsers:

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

1

Click on the link provided by your practitioner and press the start video icon.

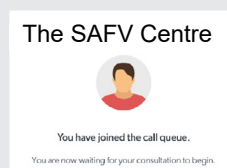


2

Enter your name, phone number and practitioner's name when prompted.

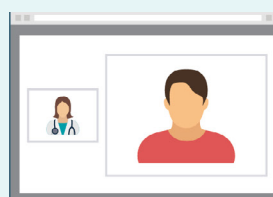
3

Enter The SAFV Centre online waiting room.



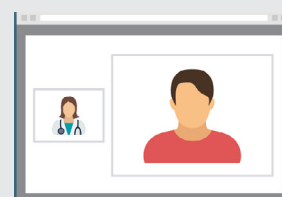
4

A member of The SAFV Centre will greet you and let your practitioner know that you have arrived.



5

The practitioner arrives and the appointment proceeds.



### What to do if something goes wrong

If you have trouble accessing the appointment or something goes wrong during the appointment, please check the troubleshooting [page here](#) or please call The SAFV Centre on:

**Barwon:** 03 5222 4318 or [reception@safvcentre.org.au](mailto:reception@safvcentre.org.au)

**Wimmera:** 03 5381 1211 or [wimmera@safvcentre.org.au](mailto:wimmera@safvcentre.org.au)