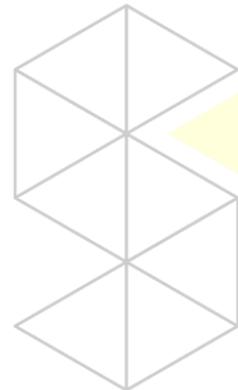


Telehealth Guidelines For Patients

Video Conferencing and Phone Consultations



Getting Started

The International Spine Centre (**TISC**) supports telehealth via both video conferencing and phone.

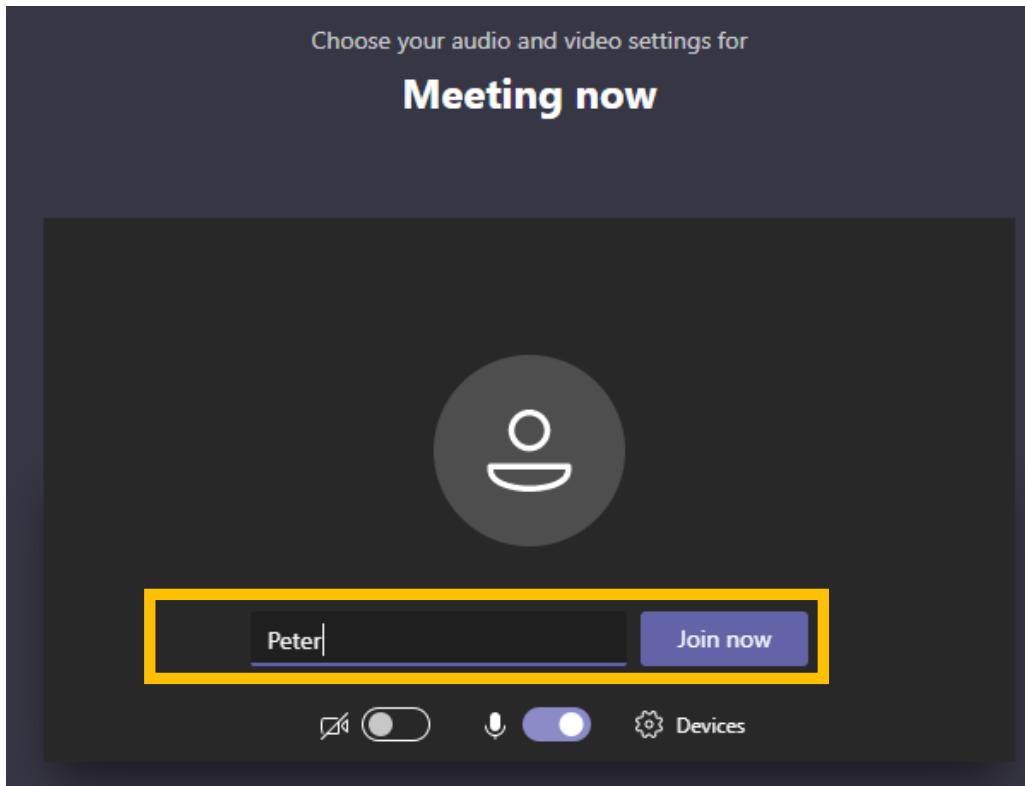
A telehealth consultation has been scheduled with **You** and you should have received a meeting request from 'Telehealth' (Telehealth@hyassociates.com.au). If you have not received this email, please check your Junk Email folder. If it is still not found contact TISC.

Within the invitation body **you** will find a link to "[Join Microsoft Teams Meeting](#)". Please click on this link when the time is close to the scheduled appointment time.

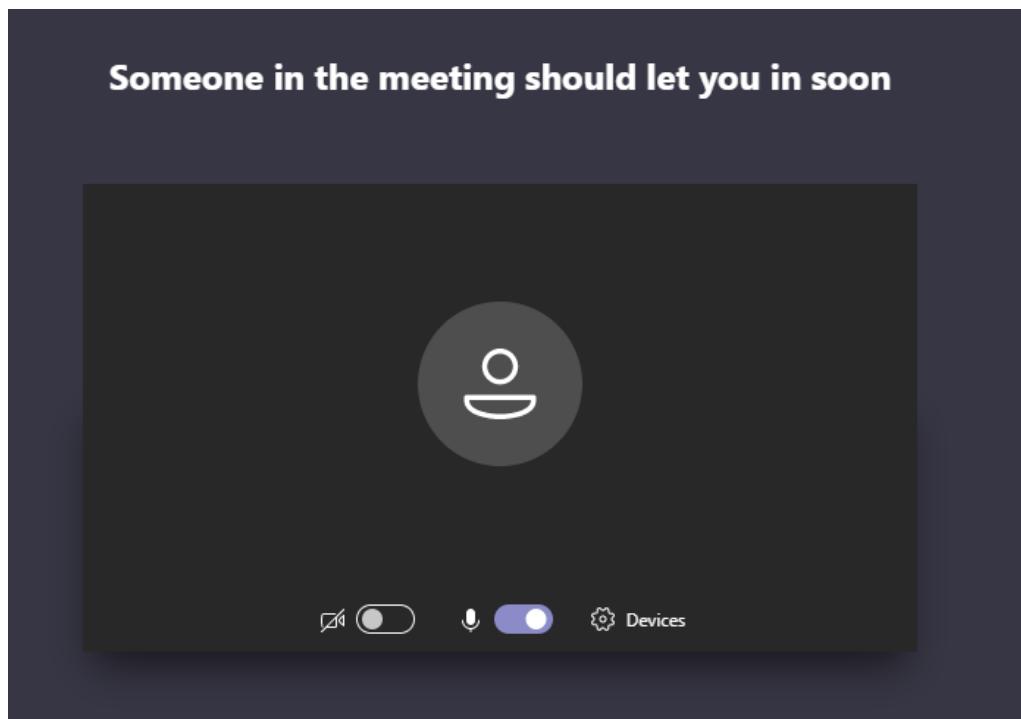
The screenshot shows a Microsoft Teams meeting invitation. At the top, a yellow button labeled "Join Microsoft Teams Meeting" is highlighted. Below it, the phone number "+61 2 8318 0088" and the location "Australia, Sydney (Toll)" are listed. A Conference ID is also provided. The main text reads: "You will be directed to a website where you are given the option to "Join on the web instead". Please select this option. If you are given the option to open in Microsoft Teams please select 'Cancel'. Do not open this in the Microsoft Teams app." A "Cancel" button is visible at the bottom of the main text area. Below this, there is a large image of four diverse people in a video conference, followed by the text "Experience the best of Teams meetings with the desktop app" and two buttons: "Download the Windows app" and "Join on the web instead". The "Join on the web instead" button is highlighted with a yellow border. At the bottom, a note says "Already have the Teams app? Launch it now".

Joining the Consult

You need to enter your name in the appropriate field and then click the 'Join Now' button. You have the option to turn on/off video and audio. If you have the option for video, please use it.



If you have joined the consult first, you will be asked to wait in the lobby until the provider also joins.

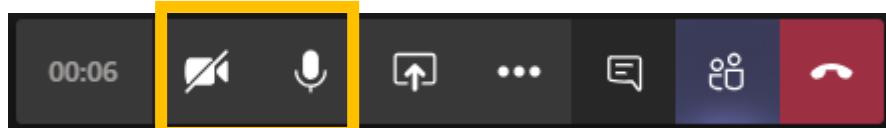


The Telehealth Consultation

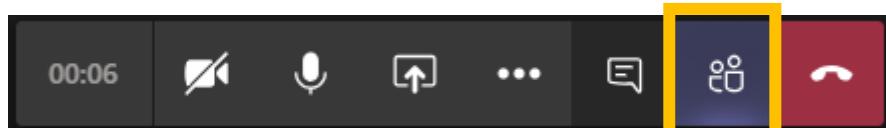
The **TISC Provider** will manage the call and will model the session as closely as possible to a face-to-face consultation.

The **TISC Provider** may choose to share other applications and test results with you during the call.

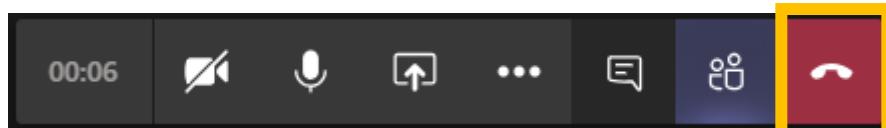
At all times, **you** can pause video and mute audio using the call toolbar near the bottom of the screen.



At all times, **you** can see who is participating in the consult via the People icon.



To end the consult, **you** simply click the Hang Up icon on the toolbar



After the Consult

A member of the **TISC Administration** staff will contact you to complete any actions discussed during the consult including booking further appointments.