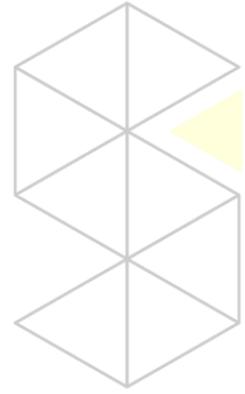


# Telehealth Guidelines For Patients

## Video Conferencing and Phone Consultations



### Getting Started

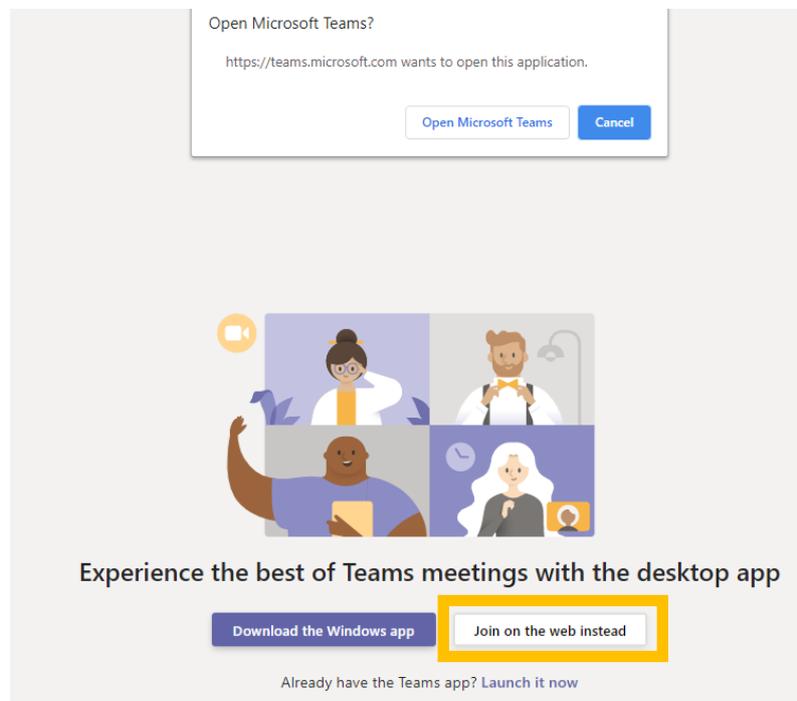
The International Spine Centre (**TISC**) supports telehealth via both video conferencing and phone.

A telehealth consultation has been scheduled with **You** and you should have received a meeting request from 'Telehealth' ([Telehealth@yhyassociates.com.au](mailto:Telehealth@yhyassociates.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.

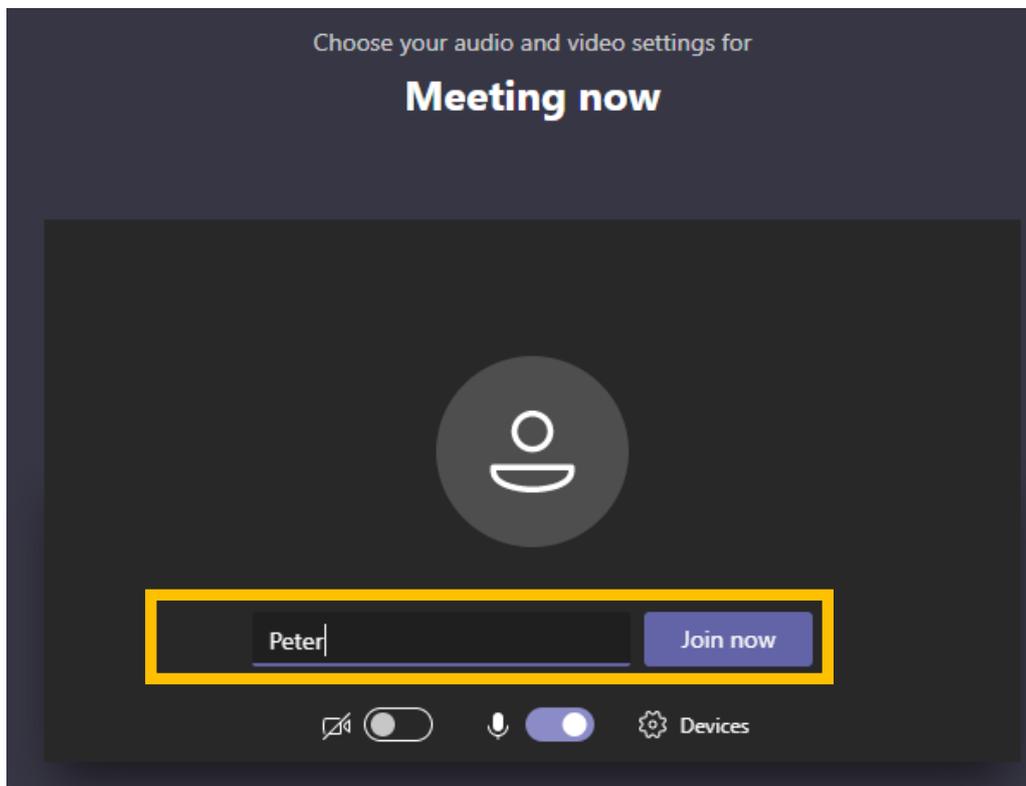


**You** will be directed to a website where you are given the option to "**Join on the web instead**". Please select this option. If you are given the option to open in Microsoft Teams please select 'Cancel'. Do not open this in the Microsoft Teams app.

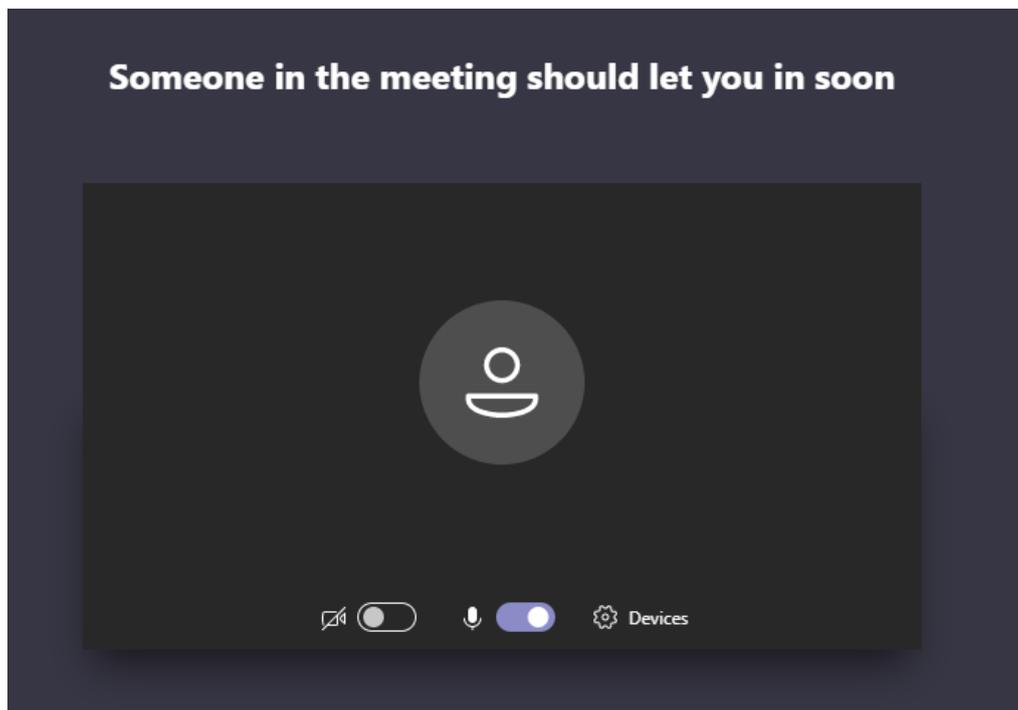


## Joining the Consult

**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.

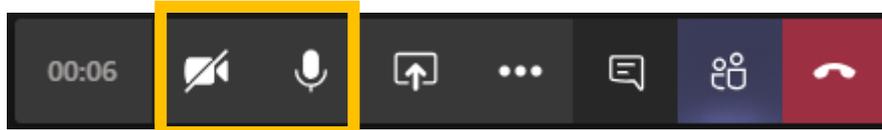


## The Telehealth Consultation

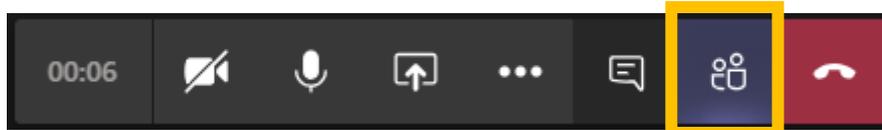
The **TISC Provider** will manage the call and will model the session as closely as possible to a face-to-face consultation.

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

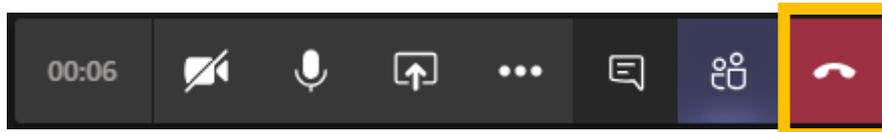
At all times, **you** can pause video and mute audio using the call toolbar near the bottom of the screen.



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.