

MSHHS Palliative Care Telehealth Dial in Instructions

Test Call

1. Test your connection to Queensland Health prior to scheduled appointment/meeting by going to:
<https://telehealth.health.qld.gov.au/webapp/>
2. Enter **810000** for test number and your name.
3. Click - Connect, then Select your camera, mic and speaker from drop down lists on screen (default).
You should now be in a test call, follow the voice and screen prompts to test your connection.
4. This service allows you to test your ability to connect to the Telehealth Portal 24 hours a day
5. Should you experience any difficulties connecting to this self-test service, please call telehealth support unit on **1800 066 888** select option **1**

Or

Use direct link below to test

<https://telehealth.health.qld.gov.au/webapp/?conference=810000&name=Test&join=1>

Having trouble logging in? Click the below link for further details if you are using Internet Explorer and Safari browsers https://www.health.qld.gov.au/_data/assets/pdf_file/0028/153838/telehealth-portal-ie.pdf

Having trouble logging in? Click the below link for further details if you are using Chrome, Firefox, Edge and Opera browsers https://www.health.qld.gov.au/_data/assets/pdf_file/0022/157603/telehealth-portal-chrome.pdf

Telehealth appointment/meeting connection

1. Connect to scheduled appointment/meeting by going to: <https://telehealth.health.qld.gov.au/webapp/#/>
2. Enter your **777777** six digit dial in number and your name (This will show on bottom of your screen when connected).
3. Click - Connect
4. You should now be connected to your meeting. If you are the only participant connected please wait for your clinician to connect shortly.

If telephone participants are required to join this meeting

1. Dial: 1300 590 084
2. When prompted, enter your six digit dial in number then # - **777777 #**

Should you experience any difficulties connecting to this service, please notify your QH clinical contact then call Statewide Telehealth Services on **1800 066 888** select option **1**.