Communicating with you in new ways

Information for patients, families and friends

Communicating with you is important and we are finding new ways to keep you, your family, friends and carers involved in your care.

We may use secure online video conferencing platforms or the telephone to communicate with you in response to the challenges faced by physical distancing measures. This will reduce the risk of infection.

This information explains how Alfred Health may communicate with you, your family, friends and carers whilst you are in hospital.

How does video conferencing work?

We will only use video conferencing platforms approved by Alfred Health and the Victorian Department of Health and Human Services.

- Staff will guide you through the process of using video conferencing and provide you with a device to do so.

- The video conference is secure and your privacy is protected. You will have your own private video room that only authorised clinicians or family members have access.

When will video conferencing be used?

Clinical staff may use an online platform to communicate with you for:

- Medical Reviews with your Treating Doctor
- Allied health assessments
- Nursing updates
- Family/Carer meetings

Supporting your family, friends and carers to join a video conference

If you would like a family member, friend or carer to be involved in the video conference, then let the clinical staff know ahead of time.

Ensure that you confirm the person’s nominated mobile number and email address with staff prior to the video conference.

Do you need an interpreter?

Tell us if you need to talk to us in your preferred language. An interpreter can be included in a video conferencing call.

An interpreter can be included in a video conferencing call.
What will happen the first time?
The healthcare team will try to make a phone call to your family member, friend or carer to discuss:

- If they would like to be a part of the video call, and to confirm the time of the meeting
- A “join call” link which will be sent to the nominated mobile number or email of your family member, friend or carer at the meeting time.

They will need to have access to a phone, computer or device that has the following:

- Camera
- Microphone
- Speakers
- Internet access/ Wi-Fi

Your family, friend or carer can test that their speakers and microphone are working by visiting vcc.healthdirect.org.au/precall.

Once your family member, friend or carer joins the video call, staff will ask them to turn their camera on (where available), and to confirm their full name and the name of anyone else that may be present.

During the call, we request no recordings or screen shots are to be taken.

If your family member, friend or carer encounters any difficulties with their connection during the call, contact the Telehealth Support Team on 9076 3302.

Tell us about your experience
Fill in a short survey about the use of video conferencing to support the way we communicate with you by:

1. Scanning the QR code with your camera or QR code reader:

![QR Code]

2. Alternatively, enter the following link into any web browser: www.is.gd/ahtelein

3. Fill in a short 3 minute survey