

Video Call to RPH

Are you ready to make video calls?

Click the following button to test your device, connection, microphone, and web camera setup.

Note: This test does not actually make a call.



Important: Use the [Google Chrome](#) web browser.

Make a video call

Click the following button to enter our waiting area:



Need help or more information?

[Setup guide](#)
[Troubleshooting](#)

If you encounter any problems

Contact the RPH Telehealth Technician
Phone: 0404 894 010

What if I can't make my appointment?

If you are unable to make an appointment please contact us as soon as possible.

Ring **RPH Telehealth** on **9224 2417** to reschedule.



Government of **Western Australia**
East Metropolitan Health Service



Royal Perth Hospital Video Call

Your appointment.
Anywhere.



Royal Perth Bentley Group

rph.health.wa.gov.au > rph.health.wa.gov.au

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Royal Perth
Hospital

What is Video Call?

Video Call allows you to access your healthcare provider at Royal Perth Hospital (RPH) using a computer, smart phone or tablet device on the internet.

The quality of the review is the same as visiting a doctor in the clinic. The Video Call is not recorded, however the doctor will make notes in your medical record.

Requesting a Video Call

Talk to your doctor or specialist and they will help to decide if this an option for you. This will depend on your medical condition and what is required at the next appointment.

What will it cost?

Video Call is connected to the internet. If you are using a mobile or tablet, you should connect to WiFi to avoid mobile data costs.

Preparing for a Video Call

You will receive an appointment letter with details of how to connect to a Video Call. This will include a website link and the time that you need to link in.

What equipment do you need?

Apple iPhone or iPad



Download the free Healthdirect Video Call app from the Apple App Store



Open the link in Safari.

Desktop/laptop computer
Android tablet/smartphone



Make sure that you use the Google Chrome web browser.

- › Computer users – Make a test call to check your web-camera before the appointment.

Computer users will also need:

- › Google Chrome
- › Web camera and microphone (built-in or USB)
- › Speakers and headsets, if required
- › Reliable internet connection (if you can watch a video online, you can make a Video Call)
- › A private, well-lit area where you will not be interrupted during the consultation.

One week before your appointment

Test the link by going to www.rph.wa.gov.au/video and clicking on the heading **Test call** and follow the instructions.

On the day of the appointment:

15 minutes prior to the appointment time:

- › Go to the RPH website using this link www.rph.wa.gov.au/video
- › Select **start your Video Call**
- › Click on this icon which will appear in a new screen
- › A receptionist will greet you on video call
- › You will then wait in the virtual clinic waiting area for your doctor.

