# Telehealth FAQ's

Appointment Invitation:

Upon confirmation of your telehealth appointment, you will receive a Zoom Meeting invitation to your nominated email address similar to the below. If you cannot locate the e-mail from our admissions department, please check the junk e-mail folder of your e-mail client or confirm with the admissions department that the e-mail was sent to the correct address.
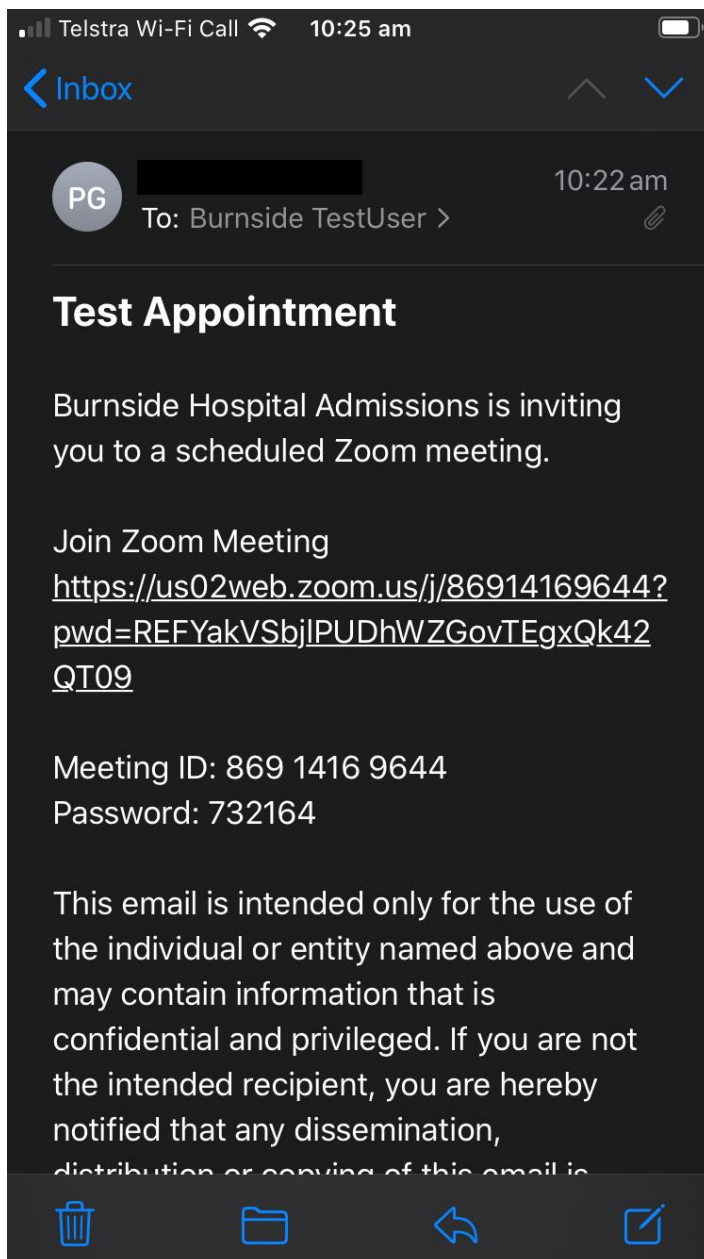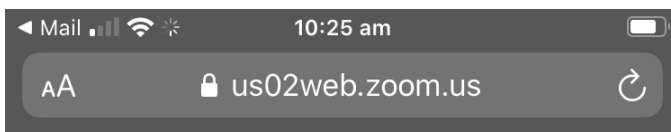
Downloading the Zoom Meeting application:

If you have not used the Zoom Meeting application previously you will have to download and install it from the app store relevant to your device, or install it on your laptop prior to joining the meeting.

To download Zoom Meetings to your device, follow the 'Join Zoom Meeting' link in the e-mail invitation (which will take you to the below prompt) or search for Zoom on the app store of your device – or visiting https://www.zoom.us/download on your PC or Mac.

Zoom is supported on the majority of Apple and Android mobile devices and both Windows and Mac desktops and laptops. Windows and Mac devices will require a webcam with microphone capabilities for audio and video conferencing.

Attending your Appointment via Zoom Meeting:

On the day of your appointment, please ensure that you have the Zoom meeting app installed **before your appointment time**. If you have any issues with the app or your device and cannot attend your appointment via Zoom, please call the Burnside War Memorial Hospital on 08 8202 7219 and we will conduct the appointment via phone instead.

Once you are ready to join your Zoom meeting, please click on the 'Join meeting' link in the e-mail you first received. The Zoom app will now open and present you with the waiting room screen as below, once the midwife has started the meeting it will prompt you to enter your name, select 'Continue' and it will admit you to the meeting room. If the midwife is not ready just yet, you may receive a screen asking you to wait, please be patient and your appointment will start shortly.
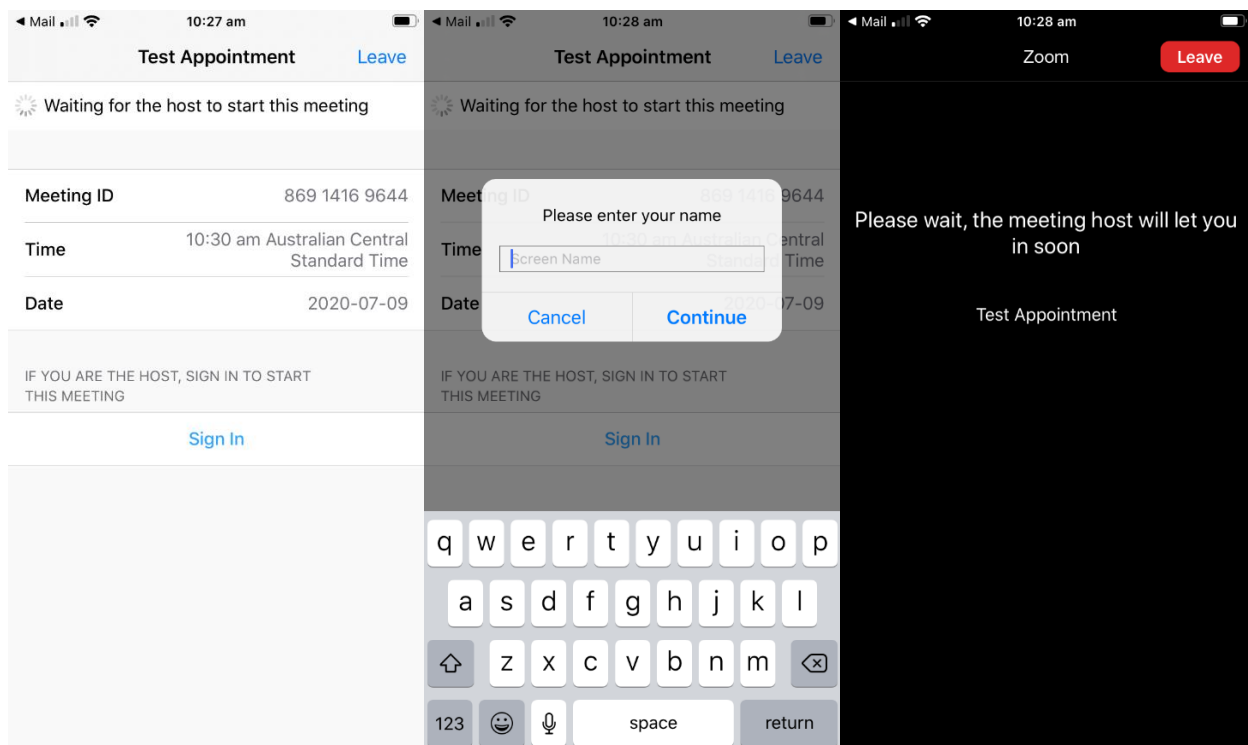
Once you have been admitted to the meeting – you may receive a prompt from the Zoom app to join the Audio call, please select 'Call Over Internet' to continue.
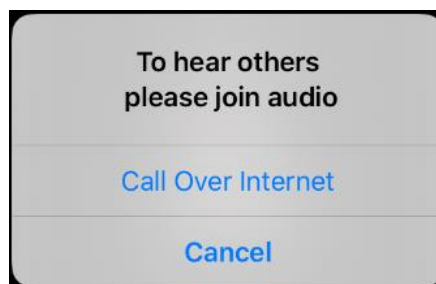
You may prompted to enable your Camera and Microphone for the Zoom session, please select 'Allow' for both prompts to allow audio and visual communication.
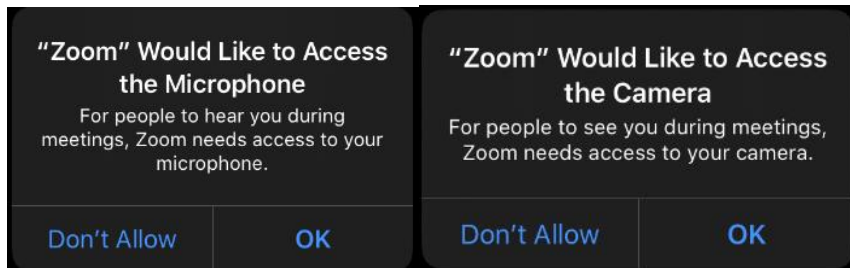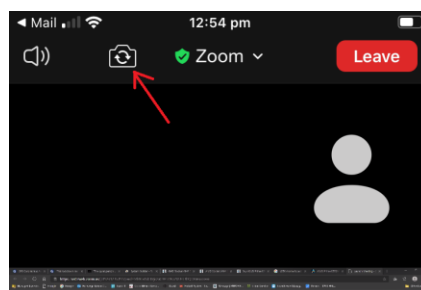

Zoom Meeting Functionality:

Once your appointment has started, you may find that the camera and microphone for your device are not enabled– please enable them by tapping or selecting 'Unmute' and 'Start Video' in the lower left hand corner:
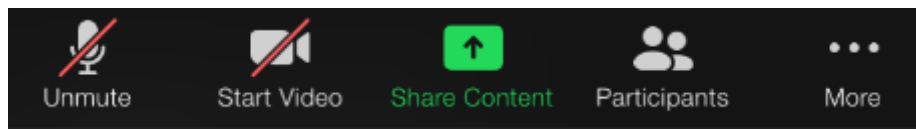
If you wish to switch to the front camera on your device (On supported mobile devices) select the switch camera icon in the upper left hand corner: