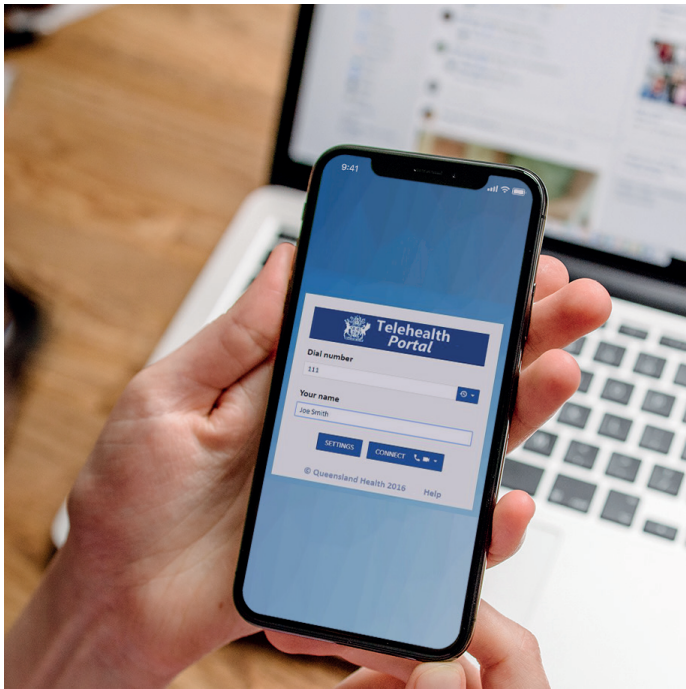




Accessing appointments via Telehealth

Townsville Hospital and Health Service



To reduce the need for you to attend Townsville University Hospital unless required during the current coronavirus pandemic, we are using a service called 'Telehealth'. This program works very similar to FaceTime or Skype programs where you communicate through a video camera.

Benefits of Telehealth

Telehealth allows patients to receive the same quality of care closer to home, using videoconferencing technology.

Telehealth consultations are private and secure.

What do you need?

- A smart device, laptop or computer with a forward-facing camera
- Built-in speakers and microphone or a pair of headphones with a microphone connected to your device
- A reliable internet connection (at least 4G).

How to access the program

You will be contacted by a Townsville Hospital and Health Service bookings officer who is coordinating your appointment. They will either email or send the link via a text message to your device.

Simply click on the link to open the safe and secure webpage.

Some Telehealth appointments will start at a set time, others will be scheduled within a specific time frame. The bookings officer will advise you of the details of your appointment before it starts.

Technical support

For all technical support please contact the statewide Telehealth support line on **1800 066 888** Monday - Friday, 7.45am - 5pm.

www.health.qld.gov.au/telehealth/html/portal