

Preparing & attending your Telehealth appointment

Your Empower contact has sent you an invitation for a video conference session – what next?

1

Check your equipment

- You will need a computer, tablet or phone that can use Microsoft Teams – this is the app we use for telehealth services.
- You can join these sessions various ways;
 - through your Google Chrome or Microsoft Edge browser using the link that we'll send you
 - if you want to download Microsoft Teams via the MTeams app, and install on your device before the appointment use this link: [MICROSOFT TEAMS LINK](#)
 - You will need a Microsoft account to download TEAMS (Skype, Outlook, OneDrive or Xbox live).
 - If you don't have one you can create one here: [CREATE ACCOUNT LINK](#)

Once downloaded and installed please test it works before your telehealth appointment.



Prepare for your appointment

2

- Setup your device in a quiet private area.
- Avoid bright lights behind you to ensure we can see your face eg. face a window rather than having the window behind you.
- Use a headset if possible so you can hear each other.
- Have ready any records or documents that you want to share with your therapist.
- Have a note pad ready with a list of concerns and goals you want to discuss.



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3

Connecting to Microsoft Teams

- Connect your device to the internet
- Sit close to the camera so your head and shoulders can be seen. If you have someone with you make sure we can see both of you.
- Have your phone handy in case the connection doesn't work.
- Click the link in the invitation a few minutes before the appointment time to start the meeting.
- Your therapist will join the meeting.
- If the connection isn't working or you are having trouble call (03) 9583 1364 and let them know the name of your therapist for the appointment.
- Alternatively, wait and your therapist will call you via the phone to discuss a plan.

Have a great appointment



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