



## How to prepare for a Halaxy Telehealth appointment with your practitioner



### How to join your session:

Your practitioner is using Halaxy's leading health platform to provide secure online video consultations. Here's how to manage telehealth appointments at your end.

**Telehealth link:** There's no need to sign up to Halaxy or to download anything. You will join your consultation using the telehealth link (it's encrypted and so it may contain random letters and numbers) provided by your practitioner via email and/or SMS. For example:

Dear Max Berg,

Your appointment with Alex Smith is on 14-Apr-2021 at 9:30 and is an online consultation.

Join the session here: <https://www.halaxy.com/a/telehealth-example-link>

**If you haven't received the link yet, contact your practitioner.**

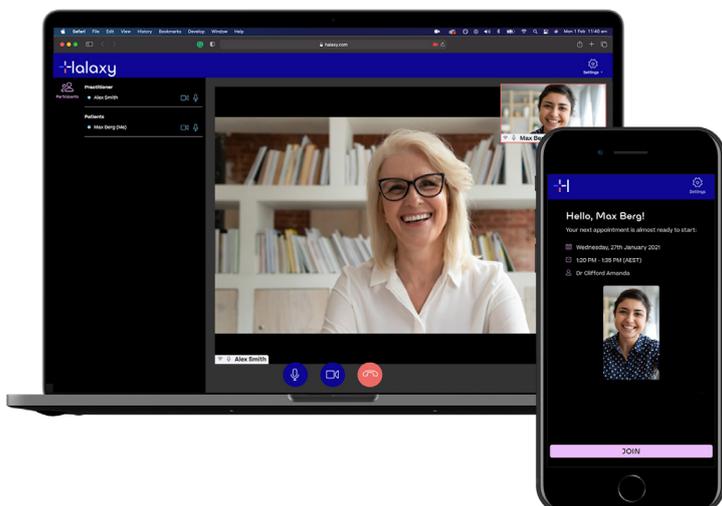
When it's time for your appointment, follow the steps below:

**Step 1: Click the telehealth link.** You can also paste it into your Google Chrome, Safari or Firefox browser.

**Step 2:** When the telehealth page loads, you will automatically enter the online waiting room.

**Step 3:** Your session will start as soon as your practitioner starts the consultation. Click the "Join" button to join the appointment.

**You can join the session using your computer or phone:**



### FAQs

#### 1. How can I access my camera and/or microphone?

Your browser will usually ask you whether you want to allow access when you join the session.

*Learn how to access your camera and microphone here:*  
<https://support.halaxy.com/hc/en-au/articles/360060250614>

#### 2. What do I do if my connection drops out?

If you or your practitioner are disconnected due to poor internet connection, simply click on the link again and rejoin the session.

If you click the "Disconnect" button to end the session, you won't be able to join it again. If you do accidentally click "Disconnect", let your practitioner know and they can send a new link to you.

#### 3. What if this doesn't work?

If you experience technical issues that prevent you from joining your telehealth appointment, let your practitioner know and they will provide an alternative solution, such as a phone consultation if it's appropriate.

#### 4. Is Halaxy Telehealth secure?

Halaxy's telehealth consultation tool was built for healthcare. All telehealth appointments held via Halaxy are secure and encrypted, so you can be reassured that your data is managed safely and responsibly.

### Halaxy Tips

**1. Close other tabs and programs:** Before your appointment starts, close other tabs, apps or programs. They may slow down your internet speed, which can affect your video quality.

**2. Find a quiet spot and/or wear a headset:** To avoid having your appointment interrupted by others or by ambient background noise, you may want to find a quiet spot at home or at work. Wearing a headset can also help further reduce outside noise during your sessions.

#### 3. Manage your health with Halaxy

You can create a free Halaxy account to manage your health records and appointments, and to stay connected with your care network. Learn more here: <https://www.halaxy.com/patient>