



ONLINE CONSULT SET-UP INSTRUCTIONS

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Please see below for instructions on how to connect with your speech pathologist for online consults. If you need help for troubleshooting during the connection process, your speech pathologist can provide you with a contact number to call while you connect with them.

1. Your speech pathologist will send you an email with a link to join in a video chat through COVIU before your appointment time.
2. Once you receive this email, and it is close to your appointment time, press the 'join the call' button in the email or click the link your speech pathologist has sent you.



You've been invited to a call

Call with Bianca from Limestone Speech

I would like to invite you to join a call.

-- Bianca

When

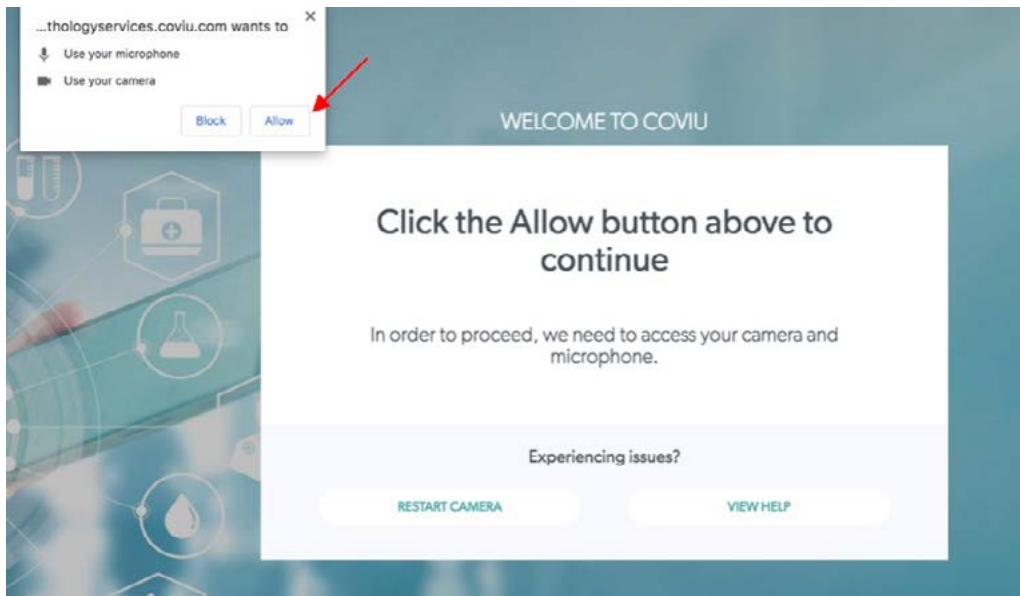
Monday, March 23rd 2020, 9:00 am (ACDT)

Duration

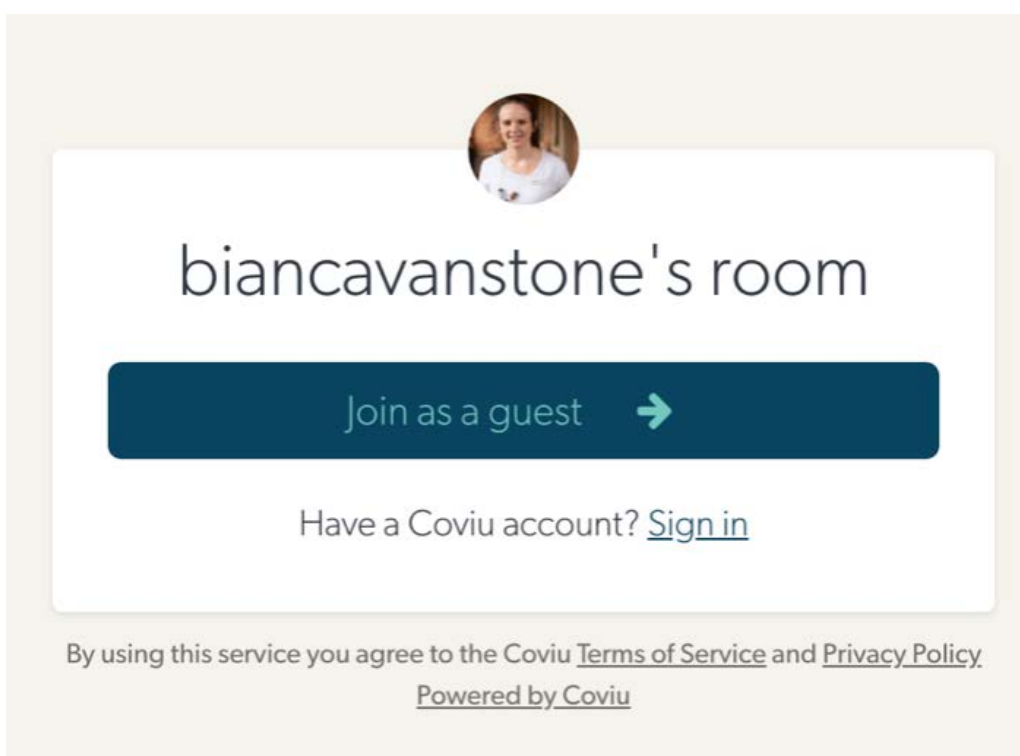
an hour

[Join the call](#)

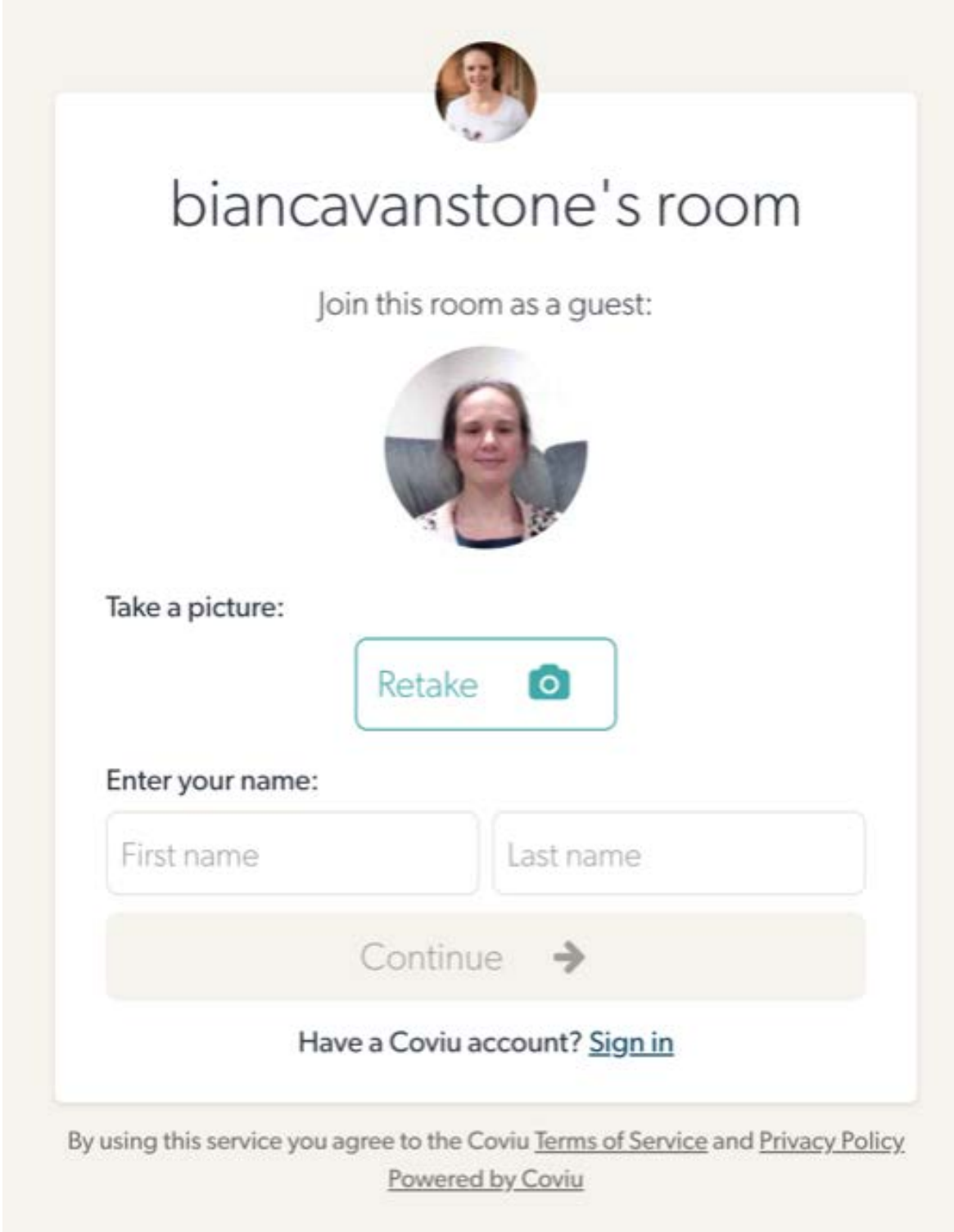
3. You will be re-directed to COVIU in your web browser. Please press 'allow' when prompted in order to let COVIU access the camera and microphone. If this screen lags once you press allow, click 'restart camera'.



4. The name of your speech pathologist's room will then be shown. Please join as a guest by clicking the button below.



5. You will then be prompted to take a photo and enter your name. This information and photo will not be used for anything other than for your speech pathologist to identify you in the 'room'. After this, your photo and name will be deleted.



The screenshot shows a user interface for joining a virtual room. At the top, there is a circular profile picture of a woman. Below it, the room name "biancavanstone's room" is displayed. The prompt "Join this room as a guest:" is centered. Below this is another circular profile picture of a woman. Underneath, the text "Take a picture:" is followed by a button labeled "Retake" with a camera icon. Below that, the text "Enter your name:" is followed by two input fields: "First name" and "Last name". A large "Continue" button with a right-pointing arrow is positioned below the name fields. At the bottom, there is a link: "Have a Coviu account? [Sign in](#)".

By using this service you agree to the Coviu [Terms of Service](#) and [Privacy Policy](#).
Powered by Coviu

6. Finally, please read and accept the information and terms provided above. The information outlines how COVIU sessions differ from regular face-to-face sessions, but we hope this platform can make our services more accessible to all during this time. If you have any concerns or questions, please contact your speech pathologist.

Informed Consent

We want to make sure you are aware that:

- A video consultation will not be exactly the same, and may not be as complete, as a face-to-face service.
- There could be some technical problems that affect the quality of a video visit.

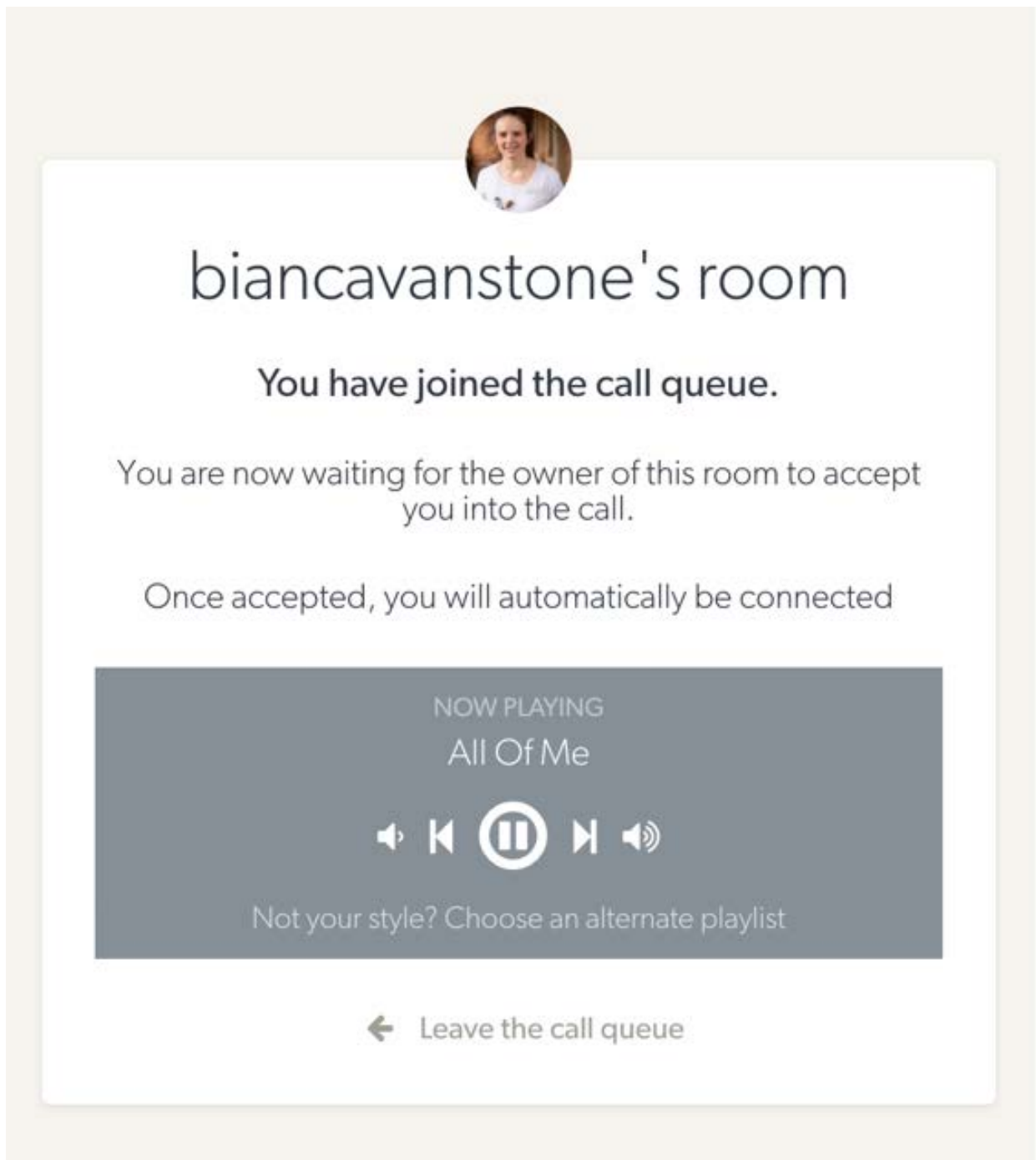
Please confirm you understand the limitations of a health service provided online and are happy to proceed.

- If the video visit does not achieve everything that is needed, you will be given a choice about what to do next. This could include a follow up face-to-face visit, or a second video visit.
- You can change your mind and stop using video consultations at any time, including in the middle of a video visit.
- This will not make any difference to your right to ask for and receive health care.

I consent

Let's go →

7. Your speech pathologist will be notified that you are in the 'waiting room' and will promptly accept your request to join the call. From there, you will be added to the 'room' and can commence your online consult!



8. If your speech pathologist needs to audio or video record the session, a consent form will be sent through for you to approve before this is allowed.