

Child Development Unit (CDU)

Video Call Information

Attending your Child Development Unit appointment via video call.

What do I need to be ready for a video call?

- One of these:
 - Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone.
 - An iPad or iPhone
 - Web-camera, speakers and microphone (these are already built into laptops or mobile devices).
- A good connection to the internet. If you can watch a YouTube video, then you can make a video call.
- A private, well-lit area where you will not be disturbed during the consult.
- If using a portable device (phone/tablet) please make sure it is stable and secure. Avoid holding the device by hand as this can cause additional movement that can make the call hard to view. Avoid walking with the device as this can cause interruption to sound and picture quality and can cause usage of additional data.

Where do I go to attend my appointment?

You will receive an SMS from the CDU that contains the link you will need to attend your appointment via Healthdirect. If using your smartphone please press on the link in the SMS. If using a tablet or computer please open Google Chrome web browser and type in the link in the SMS on your smart phone.

Is it secure?

Video calls are secure; your privacy is protected. You have your own private video room that only authorised clinicians can enter. The professional conducting the video call and yourself are not permitted to record the session.

How much does a video call cost?

The video call is free (except for your internet usage).

How much internet data will I use?

You don't use any data while waiting for a clinician to join you. A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition. (That's about 230MB on a mobile device and 450MB on a PC for a 20-minute call.)

Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call. Data use increases when there are more than two participants in the call.

Attending your video call appointment

1. Follow the link sent to you in the email or SMS message from Child Development Unit.
2. On the webpage, click the "Start video call" button.
3. Enter your child's name and your mobile number when prompted then click "Continue".
4. You will then be directed to a private virtual waiting room. Music will play while you wait.
5. Your healthcare provider will see you arrive in the virtual waiting area queue and they will join you in the video room when they are ready.

What do I do if something isn't working?

Please visit help.vcc.healthdirect.org.au for more resources and troubleshooting information.

If you continue to experience problems, please call your local Child Development Unit to let them know you are having difficulties accessing your appointment.

What happens if I don't have access to the internet or a phone?

Please contact the Child Development Unit to let them know that you can't access the video call option and we will discuss other options.

What if I don't want to use video call?

Telephone option for consultation/interview is available upon request.

For More Information

Child Development Unit, First Floor, Zone A, Rieger Building, Women's and Children's Hospital
72 King William Road, North Adelaide 5006 Telephone: 8161 7287

Email: health.cdu@sa.gov.au

www.wch.sa.gov.au

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Adapted from "Attending your Child Development Service appointment via video call" WA Community Health Child and Adolescent Health Service