

# Attending your appointment via CPA Telepractice

## Cerebral Palsy Alliance

### Where appropriate, you can have your appointment online via a video call

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



### Where do I go to attend my appointment?

#### To attend your appointment go to:

<https://videocall.direct/CPA>

Instead of travelling to your appointment, you enter the clinic's waiting area online.

The therapist is notified when you arrive, and will join you when ready.

There is no need to create an account.  
No information you enter is stored.



### What do I need to make a video call?



#### A good connection to the internet

If you can watch a video online (e.g. YouTube) you can make a video call.



#### A private, well-lit area where you will not be disturbed during the appointment.



#### Web-camera, speakers and microphone (already built into laptops or mobile devices)



#### A suitable device such as a desktop computer, laptop, smartphone or tablet.



#### Make a quick quality check (Check your connection, browser, video and sound).

Test call: <https://vcc.healthdirect.org.au/precall>

See over for more information on how to make a video call.



### Is it secure?

**Video calls are secure; your privacy is protected.** You have your own private video room, that only authorised clinicians can enter.



### How much does a video call cost?

**The video call is free** (except for your internet usage). However, the regular cost of your therapy appointment still applies.



### 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\*.

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.



### Smartphone & tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

\* That's about 230 MB on a mobile device, and 450 MB on a PC for a 20 minute call, which is similar to Skype® or FaceTime®

## Get ready to make video calls



### Tablets:

**Android tablets or smartphone** - Less than 2 years old, with front facing camera

**Apple iPhone or iPad** - iPhone 5S or later, iPad Air or later, iPadMini 2 or later, iPad Pro

### Make sure that you use one of the following web browsers:



**Google Chrome** - version 74+ or later (Windows, Android, MacOS)



**Apple Safari** - version 12 or later (MacOS, iOS)



**Firefox** - version 68 or later (Windows, Android)



**Microsoft Edge** - version 79 or later (Android), version 44 or later (MacOS, Windows)

Check what version of browser you are using:

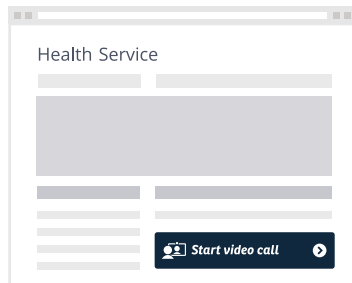
<https://www.whatismybrowser.com>



Go to <https://videocall.direct/CPA>

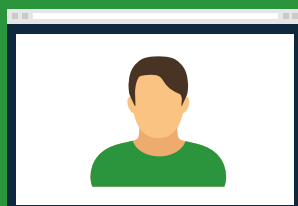
1

On this webpage, click the **Start Video call** button and follow the instructions

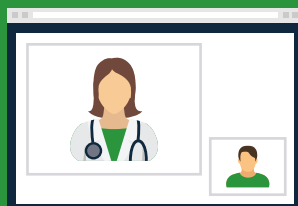


2

Wait in your own private video room

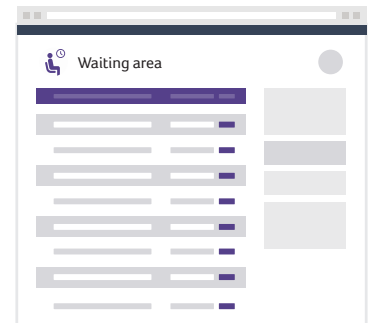


Music plays while you wait  
Please note any advice displayed on-screen



3

Your therapist sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready



### What do I do if something is not working?

- 97% of problems you may encounter can be resolved by hitting the green "refresh" button
- Contact your local therapist
- Go to <https://vcc.healthdirect.org.au/troubleshooting>

