



How to use COVIU for your telehealth appointment

You will need:

- A good internet connection
- A phone with a camera, or a computer with a webcam and microphone
- Optional – headphones with microphone

Please note:

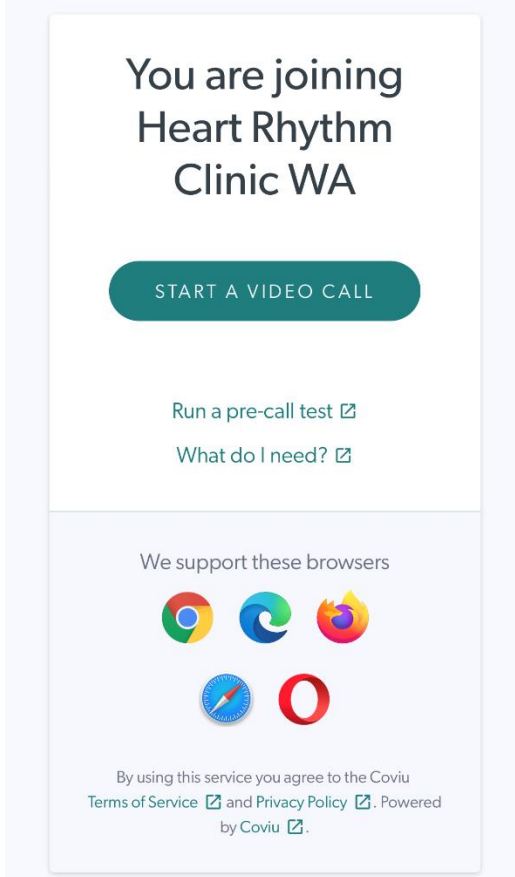
If using your phone, check your settings make sure that your browser (Safari, Google Chrome) has permission to access your camera and microphone.

At your appointment time make sure you're in a quiet place. As with appointments in our rooms Rukshen can occasionally run late. Please be patient.

You will be sent a link via SMS or email. There is no need to click the link before your appointment date/time. You will not need to create an account to use the service.

At the time of your appointment follow these steps:

1

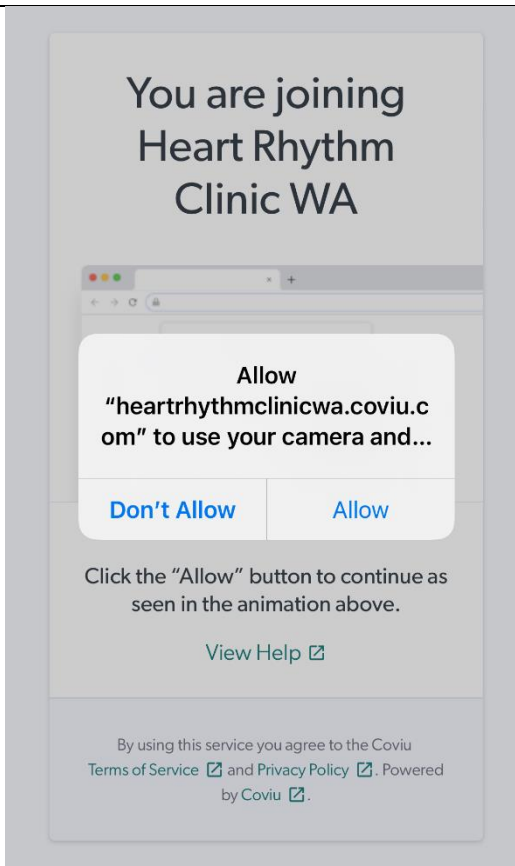


At the time of your appointment click on the link in your email or SMS message.

You will be redirected to your browser and see this screen.

Select START A VIDEO CALL.

2



Select ALLOW.

You are joining Heart Rhythm Clinic WA





SWITCH CAMERA 

Patient/Client Name (the person this call is about)

First Name*

Last Name*

Phone Number

  +61

*required fields

By clicking "Continue", you accept the Terms of Use and Privacy Policy

CONTINUE

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


Type in your FIRST NAME, LAST NAME, and PHONE NUMBER.

Select CONTINUE.

You have joined Heart Rhythm Clinic WA



SWITCH CAMERA 

 You are now waiting to be seen


 New message from clinic


Please stay on this screen to
remain connected in the queue.

11:53AM

Paused

Fading Distance - Gemafreie
Lounge Musik...



Playlist 

LEAVE THE WAITING AREA

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

You will then be placed in the waiting room until Rukshen is ready to see you.

You are joining Video call | Heart Rhythm Clinic WA




Allow
"heartrhythmclinicwa.coviu.c
om" to use your camera and...

[Don't Allow](#)

[Allow](#)

Click the "Allow" button to continue as
seen in the animation above.

[View Help](#) 

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

Select ALLOW (not all users get
this screen).

You are joining Video call | Heart Rhythm Clinic WA

Informed Consent

Please read and accept the terms and conditions below to proceed to your video consultation.

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.

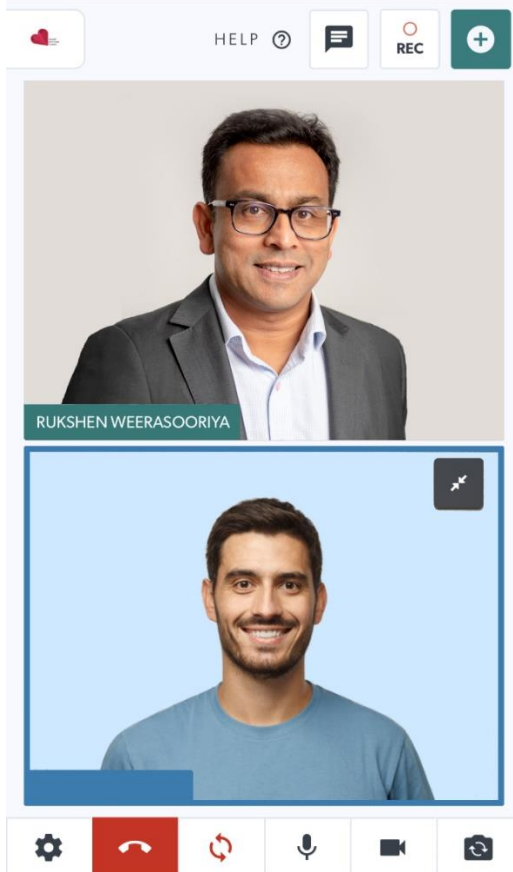
By clicking "continue", you agree to the terms presented above.

CONTINUE

CANCEL

Read the consent form and
select CONTINUE.

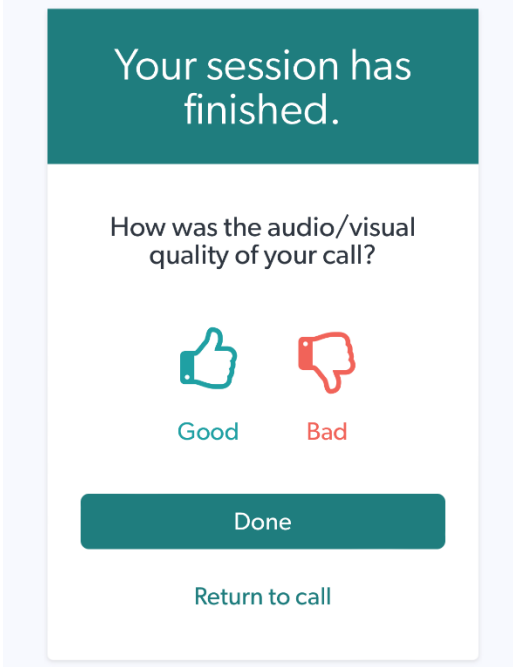
7



Your consultation with Rukshen will commence.

Once complete, select the red phone to end the call.

8



Your consultation has ended.

Thank you!