

Preparing for your Telehealth Call



What is telehealth?

Providing personal healthcare at a distance, Salaso Telehealth allows your professional healthcare provider to conduct a secure video call with you, from within the Salaso platform. As a result, you can continue to get the crucial care you need, wherever you are. To get it set up, all you have to do is follow these simple steps.

1. Prepare your device

You should try and use a desktop computer or laptop (with Windows or Mac OS) for your telehealth sessions. You'll need a reliable internet connection, web camera and microphone.



Please make sure you have an up-to-date version of either Google Chrome, Microsoft Edge or Firefox web browser (if using Windows) or Safari, Google Chrome, Microsoft Edge (if using a Mac). If you normally use headphones or hearing-assistance devices, it would be best if they could be connected.

Finally, you should ensure that the speakers are on and that the volume is not muted. Then, once you start your telehealth session, you'll need to allow access to your microphone and your camera.



2. Prepare the space

Prepare a well-lit, quiet space where you won't be disturbed or distracted by your pets, children or colleagues. Practice using your device before the call, to work out the best position to place it. You must ensure that your healthcare provider can clearly see you and the part of the body that needs to be assessed.

Next, ensure you have safe space to perform any movements or exercises that your provider may ask you to perform. Finally, have a pen and paper handy to take notes.

3. Ensure your safety

At the start of your session, you may be asked to verify your identity with photo ID. You should also ensure your healthcare provider has your phone number, just in case they need to call you. Finally, they'll also need to record your exact location/postcode (e.g. Eircode), so they can summon help should you have an accident or become unwell, during the call.



Your Checklist

- Camera and mic enabled
- Quiet, well-lit space
- Room to move
- Photo ID, postcode (e.g. eircode) and phone number
- Pen and paper to take any notes