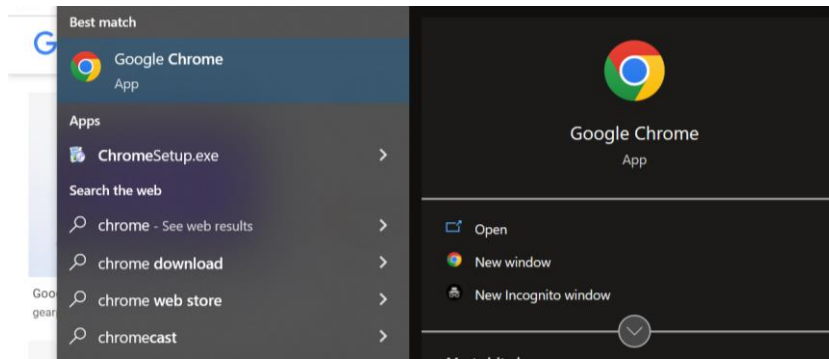
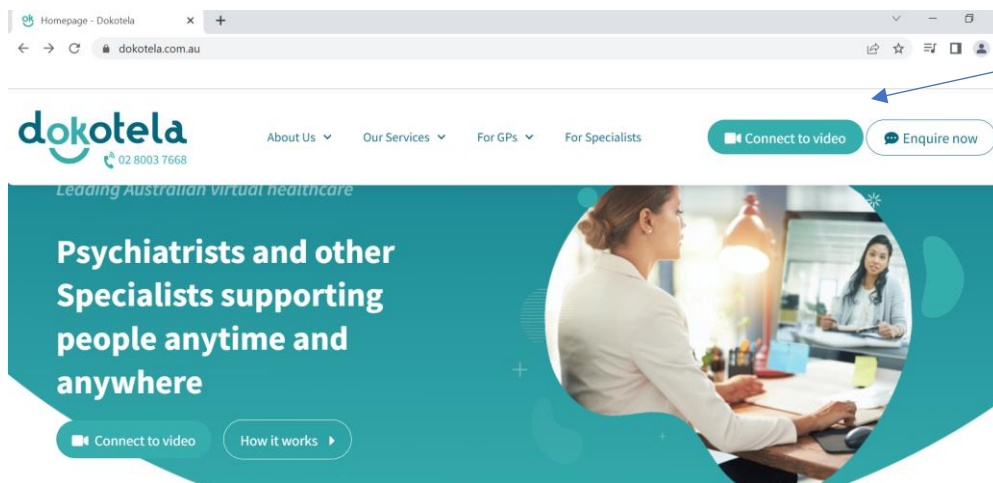


## How to access the Telehealth Online Platform:

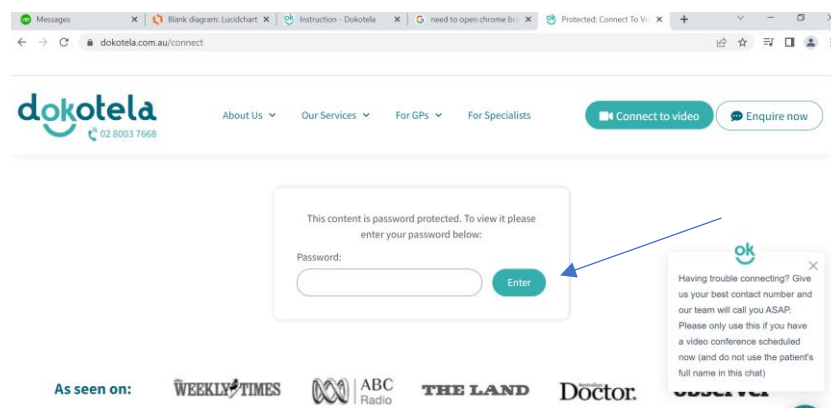
1. The device you use will need to have a front facing camera. You can use a desktop computer, smartphone or tablet.
2. You will need to use a Chrome browser.



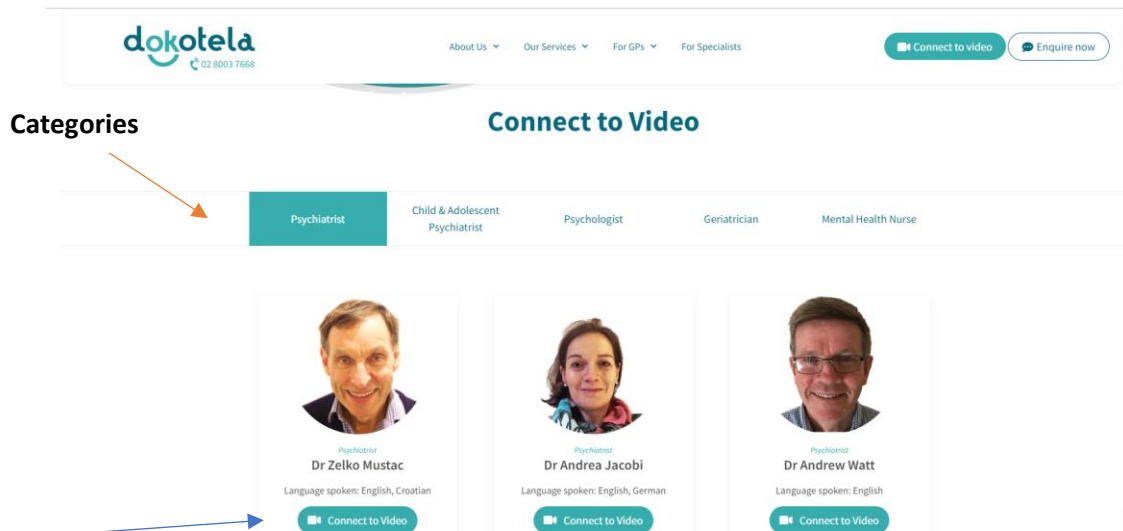
3. Go to [www.dokotela.com.au](http://www.dokotela.com.au) and press the “Connect to Video” button



4. Input the Password “dokotela”. If you are experiencing any issues logging on, you can contact the team through the chat on the bottom right corner.



- You will be taken to a screen with a list of all our Practitioners as part of Dokotela. Ensure you select the correct category at the top of the page. Then look for the doctor you have been booked in with and click "Connect to video". You can find the name of your Doctor in your confirmation text.



- You will be redirected to a Fee page to confirm you accept the relevant fees for the consultation. To agree, you will need to fill in your First and Last Name, and press "I Agree."

### Fees and Medicare Claim

Fees - video conference	Doctors Fee	Medicare Rebate	Estimated OOP \$	Item #
Treatment plan (1 per year)	\$635	\$406	\$229	92435
Review appointment	\$220-\$404	\$120-\$254	\$100-\$150	92436/91829

**Please Note:** Out of pocket costs DO NOT apply to clients in South Western Sydney (PHN funded service, bulk billed at above Medicare rates)

\*\*Additional MBS items maybe Bulk Billed for an interview of a person other than the patient, if applicable – 92458, 92459 or 92460.

Do you agree to pay the fees and have us submit your claim to Medicare? \*

First Name Last Name

- 7. From here you will enter the Video Conferencing Platform. Each practitioner uses either Zoom or CoviU.

**Zoom Appointments:**

For appointments via Zoom, you will be required to download the program and follow the instructions

**CoviU Appointments:**

For COVIU appointments, this can be used through your browser and no applications will need to be downloaded. You will need to sign in as a guest, take a picture, enter your name and press continue

- Press "Start a Video Call". Ensure your Camera and Microphone are enabled.

You are joining zelko-  
mustac

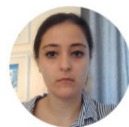
START A VIDEO CALL

Are you the host? [Sign in here](#)

[Run a pre-call test](#)

- Please sign in as a guest, take a picture, enter your name and press "Continue."

You are joining zelko-  
mustac



TAKE PHOTO

[Why do we need a photo?](#)

First Name\*

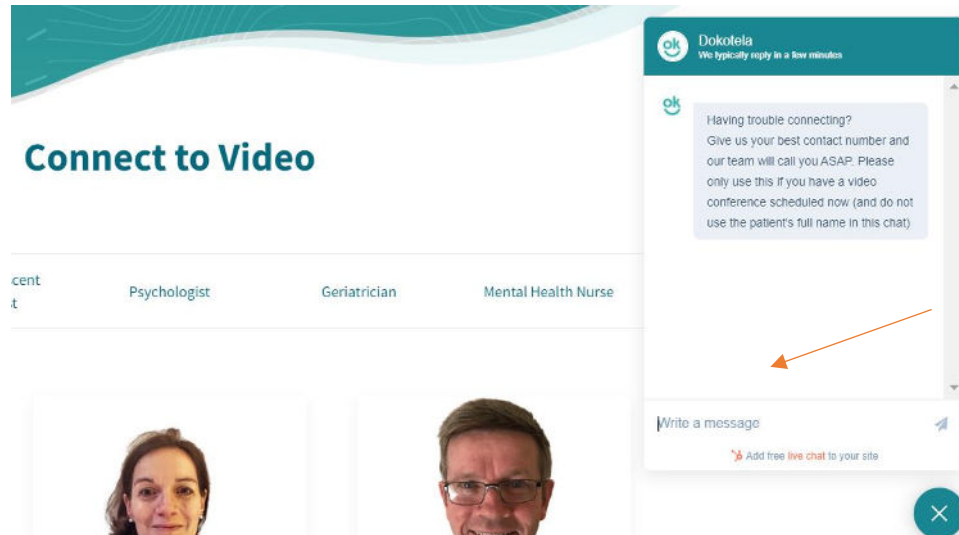
Last name

\*required fields

By clicking "Continue", you accept the [Terms of Use](#) and [Privacy Policy](#)

CONTINUE

8. You will now join your Specialist's wait room and he/she will allow you to enter the online meeting room when ready.
9. Experiencing any issues connecting? You can contact the Dokotela team at any stage by entering the chat on the bottom right hand corner. Please leave your mobile number and our team will call you straight away.



You can also test your Internet Speed by going to the following link. You will require: 10 Mbps download and 3 Mbps upload for a stable connection.

<https://www.speedtest.net/>