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## **How Your Telehealth Appointment Works**

Seeing us online is simple — no apps to download, no accounts to create. Here's what to expect:

1. **Book your appointment** as normal through our booking link or by contacting us directly.
2. **You'll receive a confirmation email** from Cliniko containing a unique link to your telehealth appointment.
3. **At your appointment time**, simply click the link in your email — this will open a secure video call directly in your browser.
4. **Make sure you're in a quiet, comfortable space** with a stable internet connection before your appointment begins.

That's it — we'll be there waiting for you on screen.

**Having technical difficulties?** Don't stress. If we experience any issues connecting via video, your naturopath will make a couple of attempts to reconnect before switching to a good old-fashioned phone call. So make sure the phone number on your file is current so we can reach you without any delay.