

### Accessing myVirtualCare

1. In supported browser – navigate to:  
<https://myvirtualcaresso.health.nsw.gov.au/provider/#/welcome>
2. Login using your **StaffLink ID** credentials.





#### TIP

Successful connection to myVirtualCare depends on your internet speed, device and browser. An upload and download speed of at least 1Mbps is required. You can test your connection speed at [www.speedtest.net](http://www.speedtest.net) and check your browser at [www.whatismybrowser.com](http://www.whatismybrowser.com)

More system requirement information is available at [www.aci.health.nsw.gov.au/\\_data/assets/pdf\\_file/0018/630252/MyVirtualCare-Recommended-System-Requirements.pdf](http://www.aci.health.nsw.gov.au/_data/assets/pdf_file/0018/630252/MyVirtualCare-Recommended-System-Requirements.pdf)

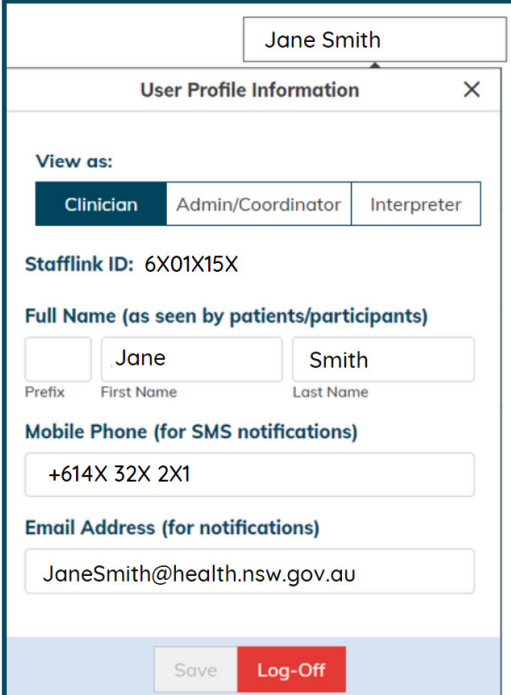
Approximate data usage for a 15 minute video call is 80MB and for an audio-only call is 10MB.

#### Browser compatibility

	Apple Safari version 11.1 and later
	Google Chrome version 80+
	Mozilla Firefox version 60+
	Microsoft Edge version 80+

### User profile

Click on your name on the main menu to access your user profile settings. myVC will recognise your StaffLink number and pre-fill your name and NSW Health email address.



### Test audio and video settings

Prior to starting consultations, it is recommended you **test** your **audio and video devices**.

1. From the home page or waiting queue click the Test Audio & Video settings button.

**Test Audio & Video settings**

2. Select the devices you would like to use and begin the test.

## Notification and availability settings

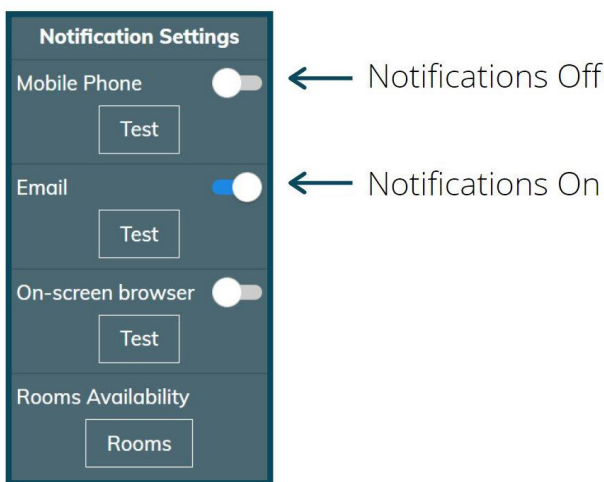
When activated, you will be notified when patients arrive or send a message and every 5 minutes when waiting.

You can configure how you want these notifications to be delivered.

1. Click on your name in the top bar.



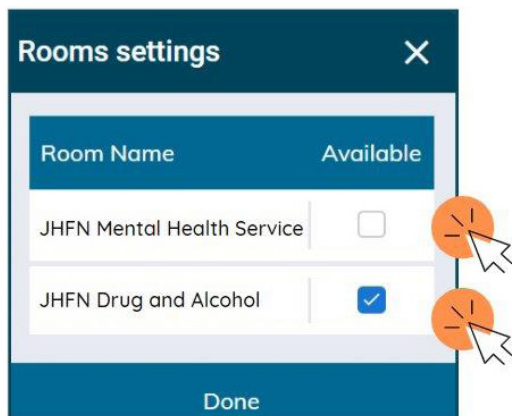
2. You can now toggle notifications on or off.



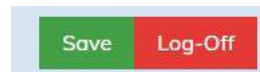
3. Select Room Availability and update your availability by checking the box(es) of the specific room. You will continue to receive notifications unless you turn your availability off.

### Note

The following image indicates that the clinician has access to two rooms. You can have access to multiple rooms within your LHD or across others.

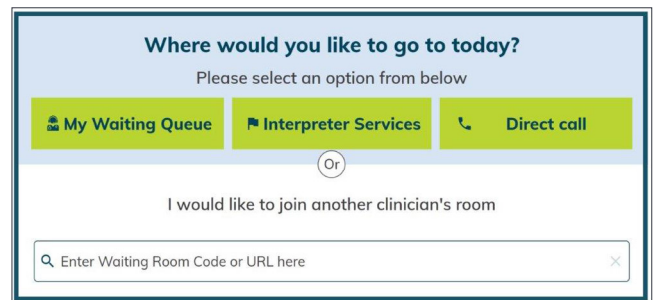


4. Click the Save button when you have finished to confirm your changes.



## Connecting to your patients and other participants

1. Click the **My Waiting Queue** button.

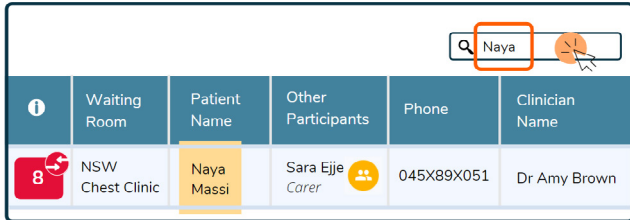


2. You will now be presented with the waiting queue where you can see any patients who are waiting for a clinician in the clinical room.

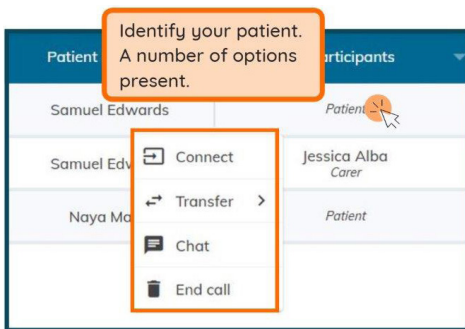
	Waiting Room	Patient Name	Other Participants	Phone	Clinician Name	Appointment Time	Audio/Video Result
	NSW Chest Clinic	Samuel Edwards	Patient	04X2566X04	Dr Amy Brown	9:30 AM	
	NSW Chest Clinic	Samuel Edwards	Jessica Alba Carer	049837X84X	Dr Amy Brown	9:40 AM	
	NSW Chest Clinic	Naya Massi	Sara Eje Carer	045X89X051	Dr Amy Brown	10:00 AM	

## Joining a consultation

1. Identify the patient you wish to connect to and click anywhere on the row. You can use the search function to identify your patients or participants.



2. In the pop-up box, select **Connect**.



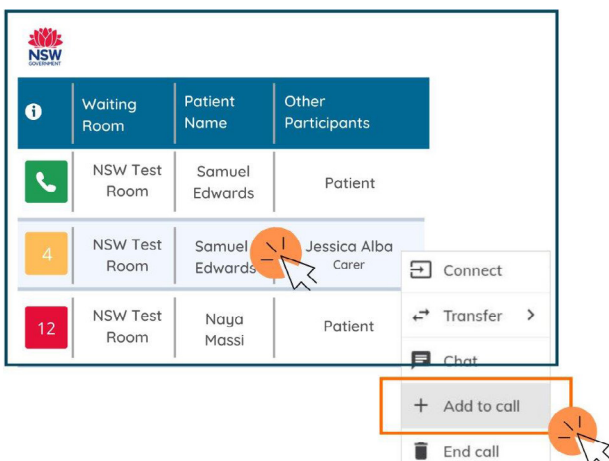
Select **Connect** to start the consultation

Select **Transfer** to send the patient to another room

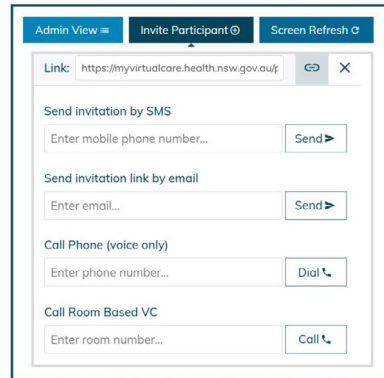
Select **Chat** to message the patient

3. As myVirtualCare can have multiple participants, to connect another participant into the same consult, identify the additional participant in the queue and click anywhere on the row.

4. In the pop-up box, select, + **Add to call**.



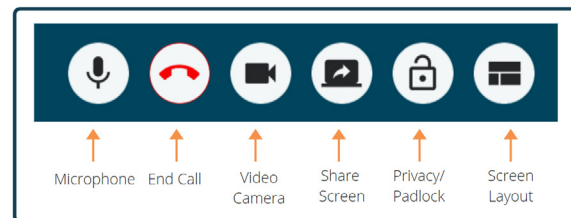
5. Continue to add people to the call until all relevant participants are connected.
6. You can also invite additional participants during the consult by clicking **Invite Participant** at the top of your screen. Select the method you would like to use to invite the participant and click **Send, Dial** or **Call**.



To call a videoconferencing unit, enter the unit number in the **Call Room Based VC** option and press **Call**.

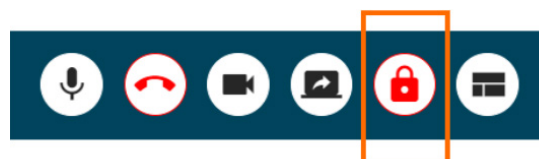
## Consultation room controls

Once a consultation is started, a range of call controls will be available. These controls will auto-hide at the bottom of the window and reappear when you activate the screen (move mouse/touch screen).



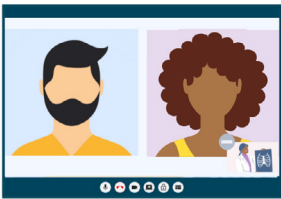
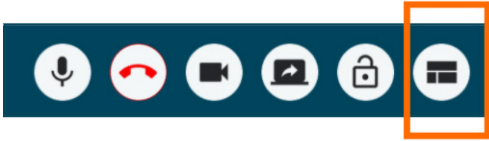
## Padlock

Only clinicians that have an assigned role can connect to your call, for additional privacy you can lock the conference. A request for access will pop up if another team member is wanting to connect to your conference.



## Screen layout

The Default layout or Equal (for multiple participants) are best suited to clinical consultations.



## Spotlight a participant

This is generally used when the screen layout is set on default. Regardless of who is speaking, the image will remain on the spotlighted participant.

1. When you want the video image to be fixed on a participant. Click on the participant's name. You will see a message to indicate they have been spotlighted.
2. To remove the spotlight, click on the participant's name. You will receive another message to advise that the spotlight has been removed.

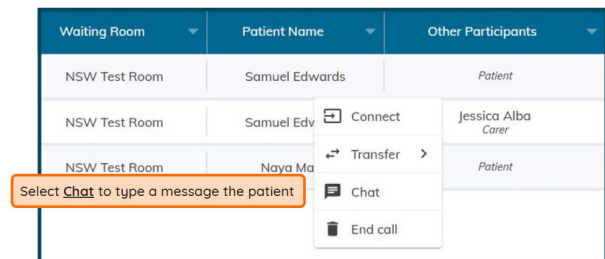
## Chat

You can receive or send a message before connecting to the participant.

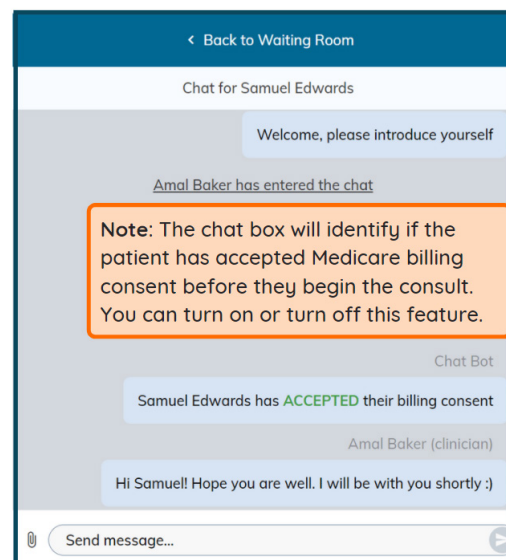
Participants can send clinicians a message when are in the virtual waiting room. You will receive a notification when these are enabled.

To respond to a message, click on their name in the Waiting Queue.

1. Identify the name of the participant that you want to send a message to.
2. Click on the row of the participant. Select **Chat**.



3. Type in the chat box to send a message to the participant.

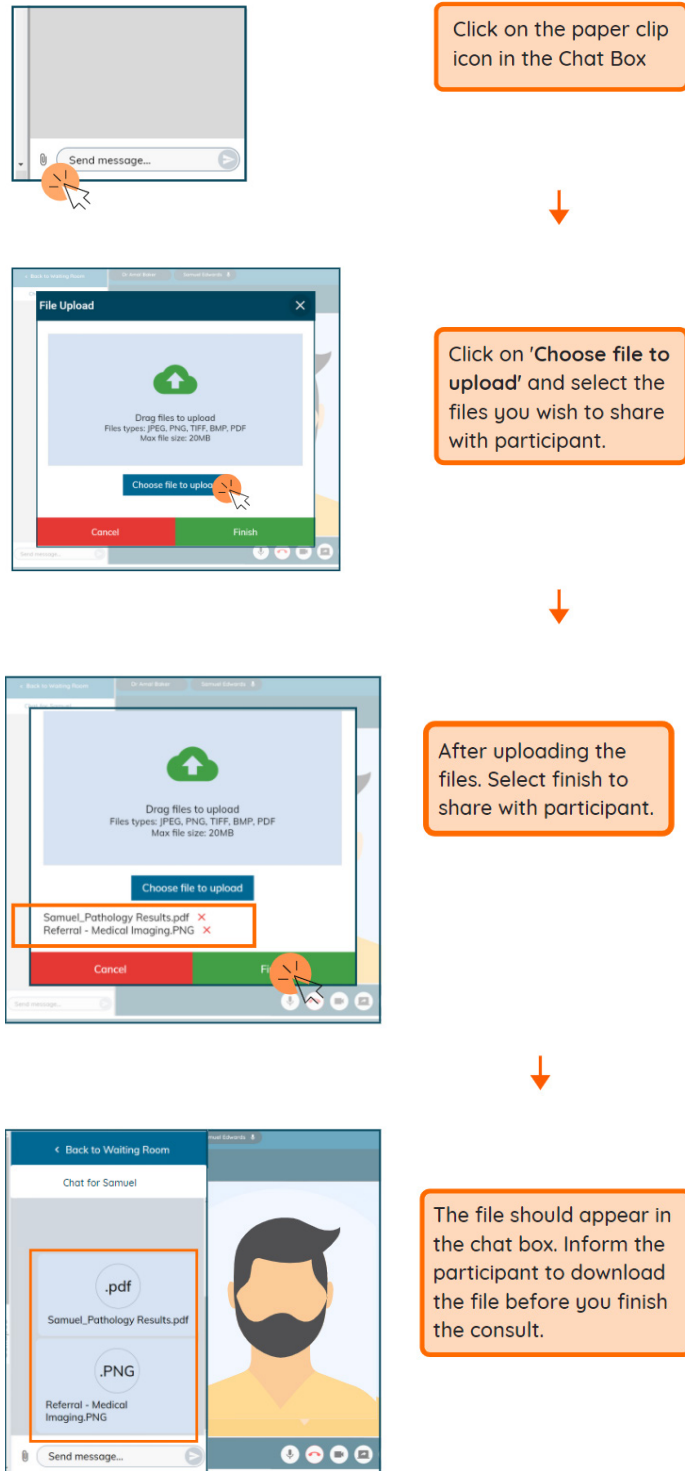


4. Return the participant to the waiting room by clicking on **back to waiting room** at the top of the chat box.

## Send files

You can upload documents to share with participants.

To send a file, see instructions below.

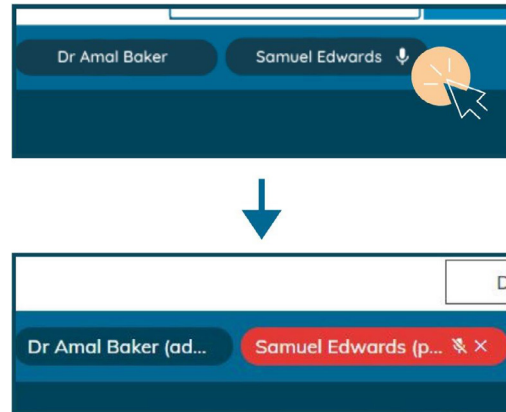


Shared documents need to be saved. They must be downloaded prior to ending the call.

## Mute a participant

Used when a participant is unable to mute themselves.

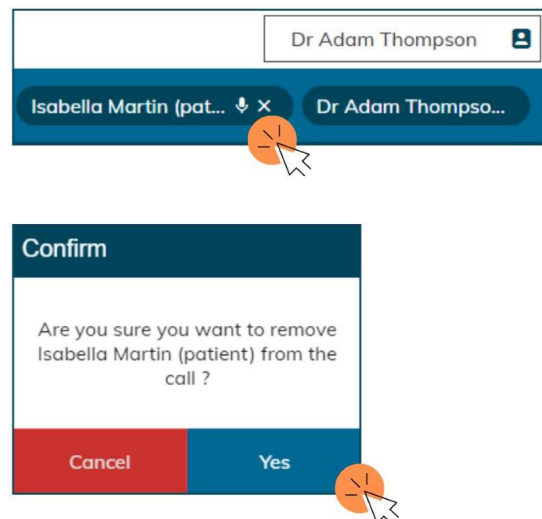
To mute or unmute a participant click on the microphone button beside their name. Their name will be highlighted in red to indicate that they have been muted.



## Remove a participant

If you have multiple participants in a call, you can remove individual participants.

1. Click the **X** icon next to their name.
2. You will be prompted to confirm if you want to remove the participant from the room.



## Hide and unhide the waiting queue

If you share your screen with participants, the waiting queue will automatically collapse. This protects the privacy of the other participants in the waiting queue.

1. Click the **Collapse** button to the left of the chat window to hide patient information in the waiting room.
2. Click the **Expand** button to the left of the waiting room to unhide the waiting room.

## Interpreter Services

Not all Healthcare Interpreter Services are currently using myVC. You need to book an interpreter for a clinical consultation in the same way you do now.

The expected practice is for an interpreter to join a clinical room just like the patient.

The clinician will connect the interpreter by adding them into the call.

### When do I use the Interpreter Services button on the home screen?

When no clinical room is established and you have been directed by the interpreter service to join their room.

1. Select the service that has been booked.
2. Complete information fields.
3. Press **Enter** and wait for your interpreter to connect you.

## Direct call

The Direct Call button allows clinicians to conduct ad hoc/unscheduled appointments by reaching out to patients and other participants from their room.

1. Select **Direct Call**.
2. Identify the room that you wish to use. Press **Call**.
3. Select **Invite Participant**, enter contact details. (see Invite Participants).

## Call into another clinical room

To call into another clinical room in myVirtualCare, type the name of the room in the search bar. Click on the name of the room. You will be directed to a new page where you will be required to fill in your name prior to entering the room.

## Log off

When you have finished your virtual consultations ensure that you log off. This is essential when using kiosk machines to ensure other staff are not using myVC under your credentials.

**If you experience technical difficulties  
please call  
Video Conferencing Services Team on:  
1300 679 727**

The screenshot shows a web interface with the heading "Where would you like to go to today?" and a sub-heading "Please select an option from below". There are three buttons: "My Waiting Queue", "Interpreter Services", and "Direct call". Below these buttons is a radio button labeled "Or" and a text input field with the placeholder "I would like to join another clinician's room". The text input field is highlighted with an orange border and contains the placeholder text "Enter Waiting Room Code or URL here".