

Quick guide for clinicians

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 and check your browser at 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

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+

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.



2. Use the drop-down menu to select the correct device and test its audio and video quality. You will be asked to rate the experience. If it is poor or you have no sound or visual, please contact the eHealth NSW Conferencing Services Team on 1300 679 727.

Notification and availability settings

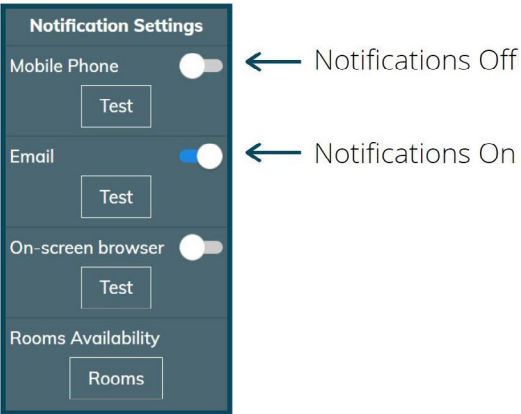
When activated in the room setup, you will be notified when patients arrive or send a message and every five minutes when waiting.

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

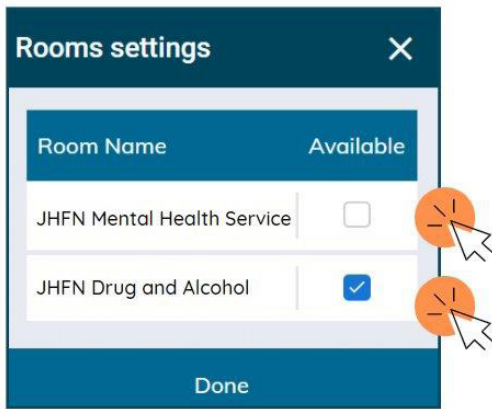
1. Click on your name in the top bar. This will open your user profile information. Please check your details.



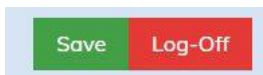
2. You can select how to want to receive your notifications. Identify the mode and toggle the switch on or off. Notifications will only arrive if you have marked yourself available and they have been configured in the room setup.



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.

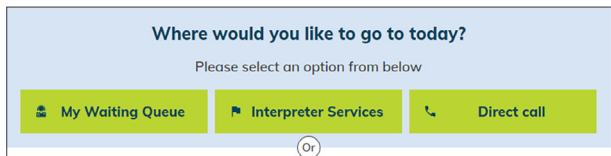


4. Click the **Save** button when you have finished to confirm your changes.



Connecting to your patients and other participants

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

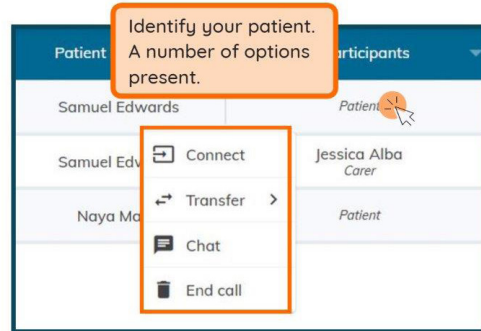


2. You will see the waiting queue for the rooms that you have been assigned to. You will see the names of patients and other participants that have connected and are waiting for their clinician.

Waiting Room	Patient Name	Other Participants	Phone	Clinician Name	Appointment Time
NSW Test Room	Samuel Edwards	Patient	0424351769	Dr. Arny Brown	4:25 PM
NSW Test Room	Samuel Edwards	Jessica Alba Carer	0424351769	Dr. Arny Brown	4:25 PM
NSW Test Room	Naya Massi	Patient	040401623X		4:25 PM

Joining a consultation

1. Identify the patient you wish to connect to and click anywhere on the row.
2. In the pop-up box, select **Connect** and your consultation will begin.



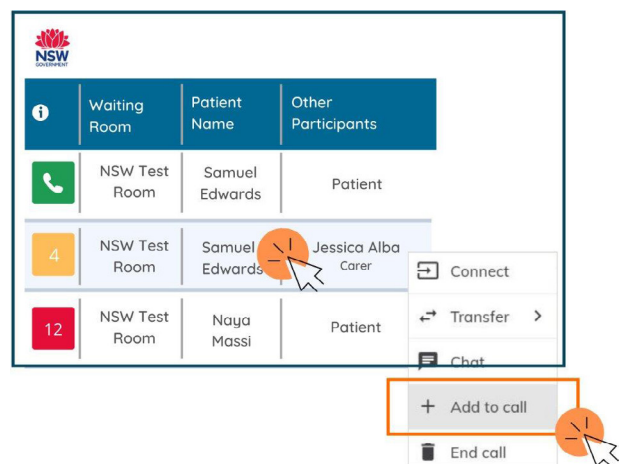
Select **Connect** to start the consultation

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**.



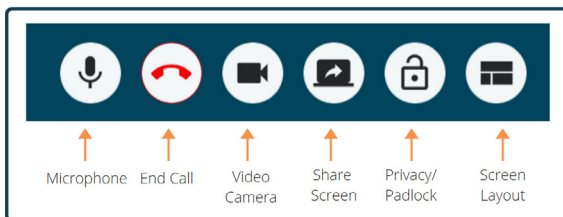
5. Continue to add people to the call until all participants are connected.

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).

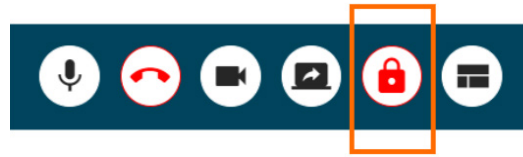


Screen share

Select the appropriate content to share with participants. The view of the waiting room will automatically collapse for privacy.

Padlock

Lock the room when you require additional privacy.



Layout Control

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



Chat

You can chat with participants by typing in the **chat window** on the bottom left of screen. Participants can send a chat message before and during the connection. When notifications are turned on you will receive an alert.

You can also attach documents and photos to share with participants via the chat window.

1. Click the **paper clip** icon.
2. Click the **Choose file to upload** button or drag and drop a file into the blue area and click the **Finish** button.

Choose file to upload
3. The participant will need to download and save documents before they disconnect.

Log off

Log off when you have finished your virtual consultations. 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**