



TELEHEALTH GUIDE FOR GENERAL PRACTICE

We are here to help

Here are our instructions for joining our Telehealth platform for consultation with the hospital diabetes team. Once an appointment has been made, the hospital team will assist the patient on joining the Telehealth conference.

We will be available at the hospital (or home), you will be at your practice (or home) and the patient can be with you or at their home.

What you need for your appointment

We are here to help you with the set-up for the appointment. The Telehealth appointment is best completed via a computer and you should use the Google Chrome browser with a video camera (desktop or laptop), but can also be done via a tablet device or smart mobile phone. A good internet connection is needed.

We will send a text message to your phone (SMS) or email you. Just click on the link and follow the instructions to enter our online virtual waiting room. When ready, the diabetes team will bring you into the waiting room for your online visit with the patient.

Getting help

Our online support team is available 9am-4pm Monday to Friday and will call you before your appointment to ensure you are correctly set-up for the online visit.

If you need help getting ready please call:

8670 0093



FOLLOW THESE 5 EASY STEPS

1 You will receive a message via your mobile phone or email

We are using the *myVirtualCare* system from NSW Health to connect you. Please look out for the link below:

<https://myvirtualcareuat.health.nsw.gov.au/patient/#/wsdiabetes>

Just click this link to get started.

2 Register

- Your computer may ask to use your **microphone** (audio) and **camera** (video). Please **allow** this.
- Enter your details and specify who you are under the dropdown list titled 'I am' (Another provider)
- Click the **Next** button (see the panel below).

NSW GOVERNMENT logo

Join WS Diabetes Clinic
Please fill out below

Full Name *
John Smith

Phone (optional)
Phone number here...

I am *
another provider

Next

3 Audio and video test

- Your computer will ask for your preferred **Audio** and **Video** settings. Select these from the dropdown options available.
- Your mobile phone will automatically select your microphone and camera settings.
- Click the **Test Microphone** button. Say something and it will play-back for you.
- Click the **Test Video** button to see yourself on the screen.
- When you have finished the tests click the **Next** button.
- Rate your audio and video quality and click the **Finish** button (see screen below).

Test Audio and Video Settings

How was the sound ?

Good (selected) Bad No sound

How was the video ?

Good (selected) Bad No video

Back Finish

4 Appointment

Enter the patient's name and appointment time you have been sent. The screen will look like this:

Hi John Smith! Welcome to myVirtualCare

We have a few extra questions for you to get ready!

What is the appointment time?
11:00 AM

Patient Name
Mary

Is the patient with you?
Yes (selected) No

What is your role? (Job Title)
GP

Enter

5 Your online consultation

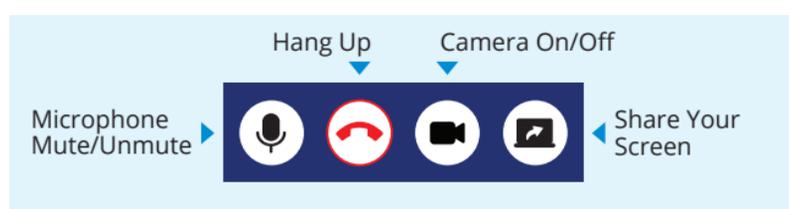
Once you have completed these steps you will be in the WS Diabetes Clinic (*myVirtualCare*) waiting room.

When ready, the hospital team will make the connection with you. You will then be able to talk and see your patient (if at home), the hospital diabetes specialist and the diabetes educator.

Consultation room controls

The following **Call Controls** are available (see below). They hide automatically at the bottom of the screen and reappear when you move your mouse over them. They are always visible on your mobile phone or tablet.

When your call is finished just click the **Hang Up** button.



"As a GP I was impressed. It's easy and works really well."