



TELEHEALTH GUIDE FOR PATIENTS

The Coronavirus is keeping us apart. We are here to help keep you well and safe at home

We are here to help

Call your doctor if you need help in looking after your diabetes. If they decide that specialist hospital diabetes services are needed – that is where we come in. Telehealth will enable us to see and talk with you at home.

What you need for your appointment

When you get your appointment we are here to help you get set up. All you need is your mobile phone, tablet or desktop computer with a video camera and a good internet connection.

We will send a text message to your phone (SMS) or email you. Just click on the link in the message to start setting up. Then follow the following instructions to enter our online virtual waiting room. When ready, the diabetes team will bring you into the doctors or nurses online room for your online visit.

Getting help

We are here to help. Our online reception team 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 on your mobile phone or via email

We are using the *myVirtualCare* system from NSW Health to connect you. This is the link in the message to look for:

<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 personal details and specify who you are under the dropdown list titled 'I am' (i.e. patient, relative, carer or friend of patient).
- Click the **Next** button (see the panel below).

NSW GOVERNMENT logo

Join WS Diabetes Clinic
Please fill out below

Full Name *
Full name here...

Phone (optional)
Phone number here...

I am *
Please select your role

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 Bad No sound

How was the video ?

Good Bad No video

Back Finish

4 Appointment

Enter the appointment time you have been sent. The screen will look like this:

Hi Mary! Welcome to myVirtualCare
We have a few extra questions for you to get ready!

What is your appointment time?
3:35 PM

Enter

5 Billing Consent

Please select the billing option most applicable to you. Choosing **'I accept'** means we can bulk bill Medicare and there will be no cost to you.

Your online consultation

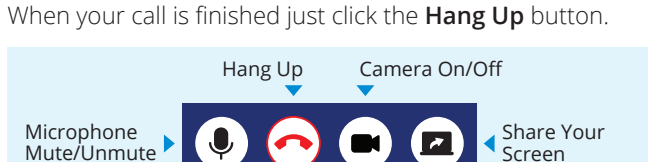
Once you have completed these steps you will be in the *myVirtualCare* waiting room.

When ready, the clinical team will make the connection with you. You will then be able to talk with and see your doctor, the 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.



“It was easier than I thought. It felt almost like being there in person.”