

TELEHEALTH GUIDE FOR PATIENTS

Telehealth allows you to see and talk to your health care team without being in the same room. All you need is internet connection and a smart device, like a smartphone, with camera and microphone capabilities.



1 YOUR BOOKING

Once your appointment is booked, you will be sent a **text message** or an **email** with a link. Click on the link and follow the instructions to enter the **myVirtualCare** 'waiting room'.

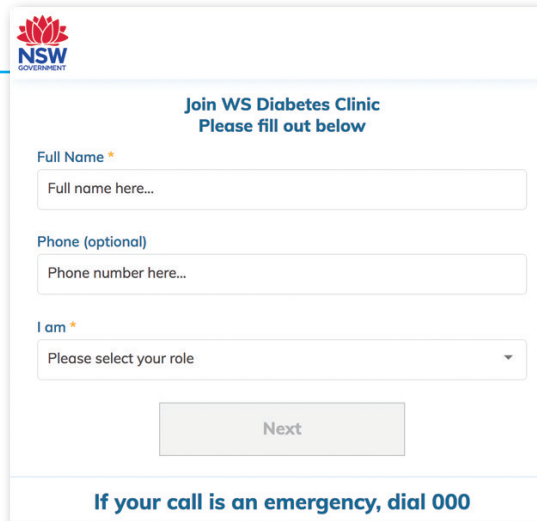
<https://myvirtualcare.health.nsw.gov.au/public/#/wsdiabetes>

If you are using a PC, you will need a web cam.

Please use the correct browser:

 For Apple Device or iOS system, please use Safari browser.

 For Laptop or PC, please use Google Chrome browser.



Join WS Diabetes Clinic
Please fill out below

Full Name *

Full name here...

Phone (optional)

Phone number here...

I am *

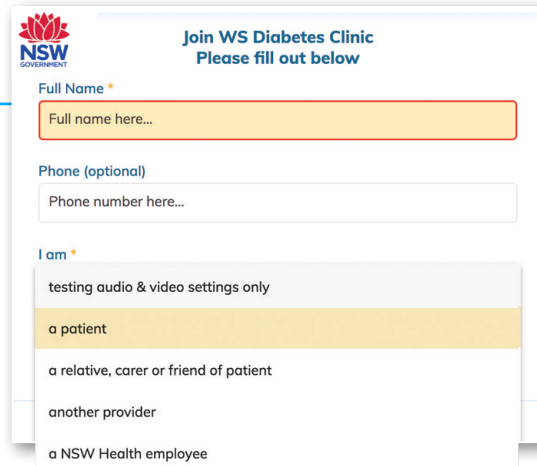
Please select your role

Next

If your call is an emergency, dial 000

2 ENTER YOUR DETAILS

When asked, **allow** your device to use your microphone (audio) and camera (video). Put in your name and phone number, then choose **"I am a patient"** from the dropdown list and click the **Next** button.



Join WS Diabetes Clinic
Please fill out below

Full Name *

Full name here...

Phone (optional)

Phone number here...

I am *

testing audio & video settings only

a patient

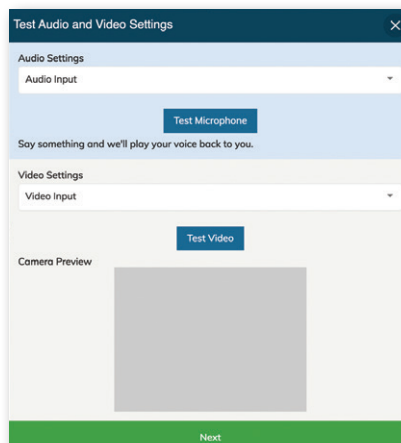
a relative, carer or friend of patient

another provider

a NSW Health employee

3 TEST AUDIO & VIDEO

Choose your **audio** and **video** settings from the dropdown list. If you are using a mobile phone, it will automatically select microphone and camera settings. Make sure you test your microphone and video, then click the **Next** button.



Test Audio and Video Settings

Audio Settings

Audio Input

Test Microphone

Say something and we'll play your voice back to you.

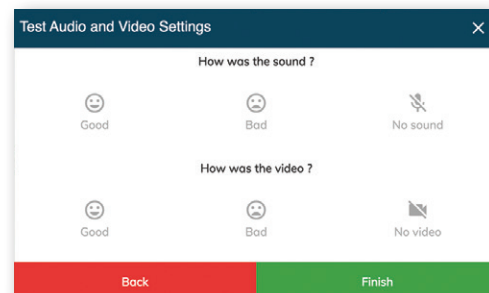
Video Settings

Video Input

Test Video

Camera Preview

Next



Test Audio and Video Settings

How was the sound ?

Good Bad No sound

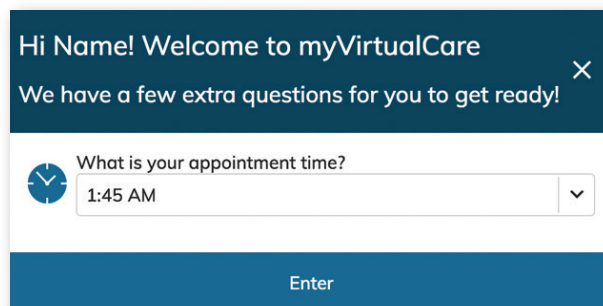
How was the video ?

Good Bad No video

Back Finish

4 ENTER APPOINTMENT TIME

The appointment time will autofill to the nearest 5 minute mark. Click **Next**. Click **I accept** on the billing consent page to enter the virtual 'waiting room'.



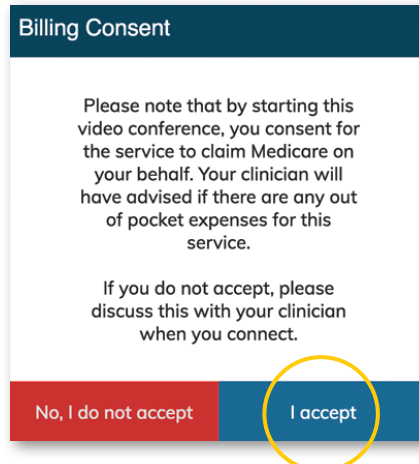
Hi Name! Welcome to myVirtualCare

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

What is your appointment time?

1:45 AM

Enter



Billing Consent

Please note that by starting this video conference, you consent for the service to claim Medicare on your behalf. Your clinician will have advised if there are any out of pocket expenses for this service.

If you do not accept, please discuss this with your clinician when you connect.

No, I do not accept I accept

5 CONNECT

You will now be in the **'virtual' waiting room**. You may need to wait a few minutes so stay on the line until the health care team is ready.

Hold the phone horizontally on its side.

To end the call, click on the red phone button at the bottom of your screen.



6 SURVEY

At the end of the appointment you will be asked to **fill out a survey**.

FAQS

Q: I can't connect to myVirtualCare (mVC) using my PC or laptop

A: Try clearing browsing data from your device by going into settings.

Q: There's no audio or video

A: Allow mVC link to access camera and microphone. Retest audio and video.

Q: I can't open mVC link sent by email

A: Copy and paste the link into either the Google Chrome or Safari browsers.

Q: Which operating system will work with my computer?

A: Windows 10 or Apple Mac 11.1+ should work.

Q: Still can't connect to myVirtualCare (mVC)?

A: Please call the online support team at Western Sydney diabetes on (02) 8670 0365.