Clinician information

Attending a consultation with your patient using telehealth

Telehealth allows healthcare providers, patients and carers to access and manage care virtually using technology. Attending a consultation using telehealth may save time and money for patients who would otherwise travel to the appointment, and it may also be more efficient for you as the clinician.

Setting up the consultation

Ensure your patient has received:

- a telehealth appointment letter, providing information about how to connect (VMR number)
- the patient information, *Attending an appointment using telehealth.*

It is recommended that a test call is conducted with the patient prior to the appointment to identify and resolve any connection issues.

Attending the consultation

You can attend virtually using:

- a desktop or laptop computer (PC or Mac) using Google Chrome
- a room-based video conferencing system at your facility.

See page 2 for detailed instructions on how to connect.

Additional considerations

Consider if the patient would benefit from a health provider (such as a GP) being with them during the consultation. If so, information can be sent to the relevant facility to support this.

You may also consider offering your patient the option to invite additional people (such as friends or family members) to join the consultation. They can join using the options outlined in the patient information guide (computer or mobile app).

Alternatively, friends or family can call into the consultation using the telephone. This will allow them to hear (audio only) and provide support.

Troubleshooting

- Check that you have entered the correct Conference ID (VMR number) and Host PIN.
- If the patient can't see you, ensure you have selected the correct camera from the settings.
- If the patient can't hear you, ensure your microphone is not on mute and your microphone is enabled.
- If you can't hear the patient, check that the sound on your device is not too low and the volume is turned up.

Support

Support can be provided through your local telehealth manager or lead.

There is a dedicated team at eHealth that provides support to NSW Health employees. If you experience difficulties connecting, please contact the Video Conferencing Support Team:

Email: videoconf@health.nsw.gov.au
Phone: 1300 679 727

Using a computer with the Google Chrome web browser

 Use Google Chrome on your device. If you do not have Chrome, it is recommended that you download and install it (free).

1. **Go to the following website:**

   https://conference.meet.health.nsw.gov.au/webapp/
   The landing page should look like this:
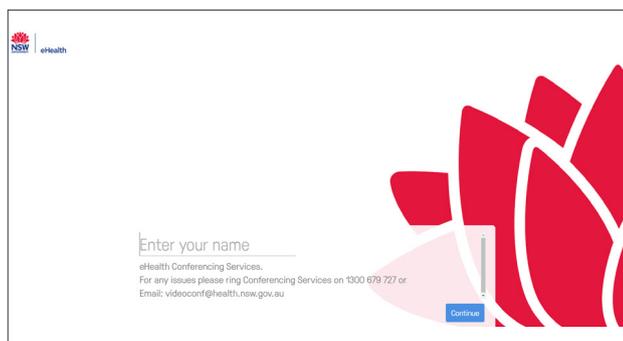
2. **Type your full name into the name box.**

   The words you enter here will be displayed so the patient can identify you. It is recommended that you include your name, role and facility.

3. **You will see your image in the next screen and when you speak a green bar will move below the image.**

   This confirms that both your sound and camera are working properly.

4. **Select the green video button**

5. **Type the Virtual Meeting Room (VMR) number provided to you into the 'Search to call' box in the top right. Click video camera icon to connect**

6. **Enter your PIN and click the green join button.**

Using a video conferencing system (room-based)

1. **Ensure video conferencing equipment is turned on.**

2. **Use the remote control to follow the device instructions.**

3. **Enter VMR number using the remote control**

4. **Press the Call button to connect.**

Please note: You will not be able to see the chat room feature using this method alone. If you require the chat room feature, you can connect as a Guest or host to the VMR from another device (e.g. laptop). You will need to mute your microphone and speakers to prevent sound feedback. Ask your telehealth manager or lead for details.

Attending using the telephone

If you do not have access to a web browser or video conferencing facilities, you can attend a consultation using the telephone (audio only).

Dial: **02 9842 2500.** Enter the VMR number and follow the prompts.