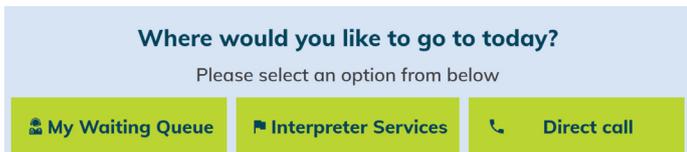


# Using direct call

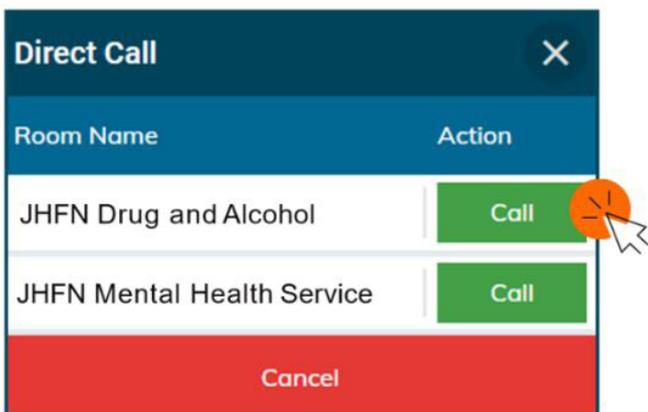
The direct call function is used for unscheduled appointments, adhoc follow up or to contact patients who have not joined the waiting room.

**Let the participant know that they will receive a phone call, email or SMS with a link to join at the time of the video call.**

1. In a supported browser, navigate to: <https://myvirtualcaresso.health.nsw.gov.au/provider/#/welcome>
2. Log in using your Stafflink ID credentials.
3. Click on the direct call button.



4. Select the virtual room you would like to use and click on the green call button.

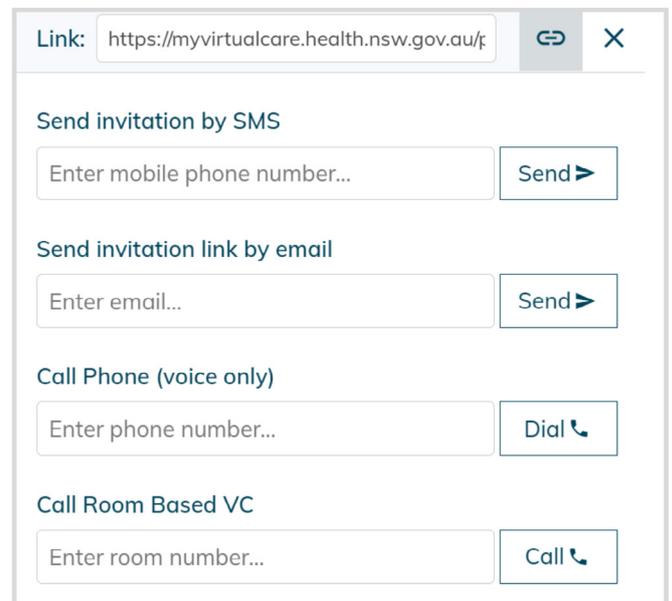


5. A direct call will start. Initially you will be the only participant in the call.

6. To add participants to the call, click the invite participant button at the top of your screen.



7. Select the method you would like to use to invite the participant and click send, dial or call.



**The invited participant will come directly into the call. They will *not* join the waiting queue.**

8. When the participant connects to the call, you will see their name or phone number appear in a tile at the top of the screen.

You can repeat steps 6 and 7 to add family, carers, an interpreter, GP or other participants who will support the appointment.