myVirtualCare
Quick guide for clinicians

Accessing myVirtualCare

1. In a supported browser, navigate to https://myvirtualcaresso.health.nsw.gov.au/provider/#/welcome

2. Login using your **StaffLink ID** credentials.

TIP

Successful connection to myVirtualCare depends on your internet speed, device and browser. An upload and download speed of at least 1Mbps is required. You can test your connection speed at www.speedtest.net and check your browser at www.whatismybrowser.com

More system requirement information is available at Virtual Care Central.

Approximate data usage for a 15 minute video call is 80MB and for an audio-only call is 10MB.

Apple devices
Devices running OS 11 or later

	Apple Safari version 11.1 and later

Windows devices
Devices running Windows 7 or Windows 10

Browser compatibility

	Google Chrome version 80+
	Mozilla Firefox version 60+
	Microsoft Edge version 80+

User profile

Click on your name on the top bar to amend your user profile settings. myVirtualCare (myVC) will recognise your StaffLink number and pre-fill your name and NSW Health email address.

When you have finished your virtual consultations ensure that you log off. This is essential when using kiosk machines to ensure other staff are not using myVC under your credentials.

Test audio and video settings

Before starting consultations, it is recommended you test your audio and video devices.

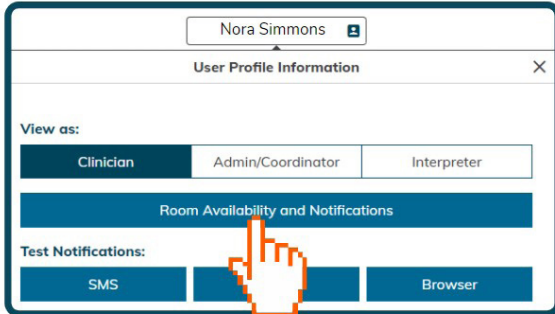1. From the home page or waiting queue, click the test Audio & video settings button.

Audio & Video Settings

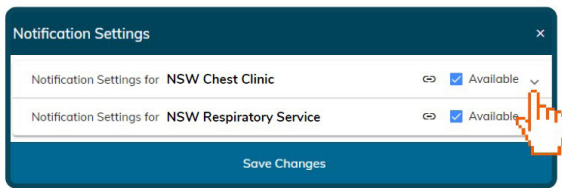2. Select the devices you would like to use and begin the test.

Notification and availability settings

You can select the notifications that are sent and the devices that you want to receive them on.
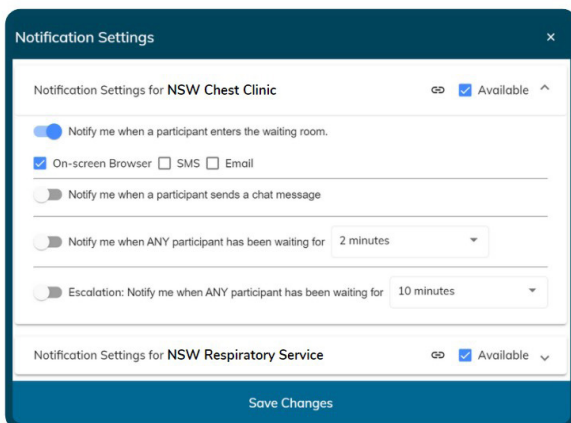
1. Click on your user profile in the top bar.

2. Click on room availability and notifications.

3. Click the down arrow to open the notification settings for the room.
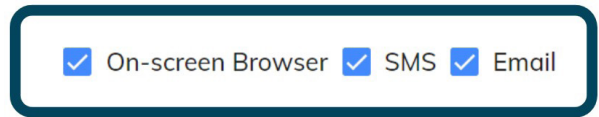

The notification settings for the room will expand as demonstrated in the image below.
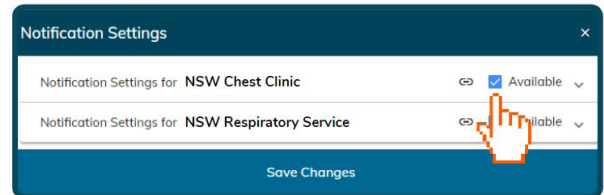

You can now toggle notifications on or off, to select your preferred notifications.

4. Select preferred delivery method to receive notifications by ticking the box.

5. Update your availability by checking the boxes of the specific room. You will only receive notifications for rooms that have been checked as available.


6. Click the save changes button when you have finished to confirm your changes.

Note: The image indicates that the clinician has access to two rooms. You can have access to multiple rooms within your local health district (LHD) or across other LHDs or specialist health networks.

External participant link

All external participants (patients, carers and other providers) require the external participant link to access the myVC waiting room.
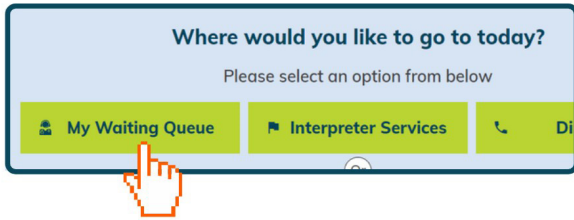
1. Click on your user profile in the top bar.

2. Click on room availability and notifications.

3. Click on the required room link icon. The link will be copied to your clipboard.
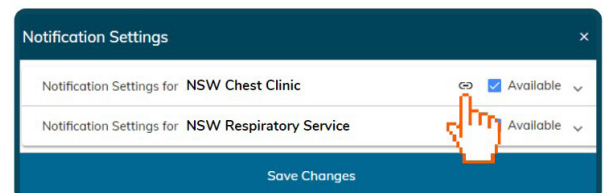
4. Use your clinic's preferred mode of communication to send this link. Paste the link in the email, SMS or letter as required.

Connecting to your patients and other participants

1. Click the My waiting queue button.

You will see the waiting queue with all participants who are waiting for their consultation.

Joining a consultation

1. Identify the patient you wish to connect to and click on the row. You can use the search function to identify your patients or participants.


2. In the pop-up box, select connect.

|	
Connect →	starts the consultation
Transfer > →	transfers participant to a different room
Chat →	opens chat room to chat with patient

3. As myVC can have multiple participants, to connect another participant into the same consult, identify the additional participant in the waiting queue and click anywhere on the row.

4. In the pop-up box, select Add to call. Continue to add people to the call until all relevant participants are connected.
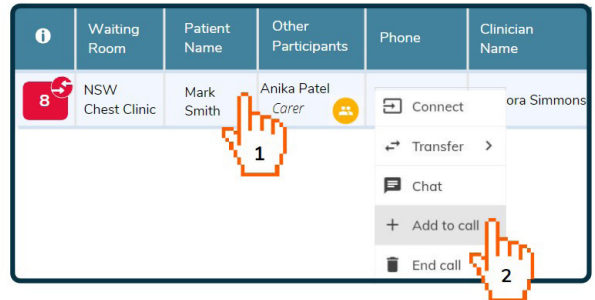

5. You can also invite additional participants during the consult by clicking invite participant at the top of your screen. Select the method you would like to use to invite the participant and click send, dial or call. To call a videoconferencing unit, enter the unit number in the option, Call room based VC, and press call.
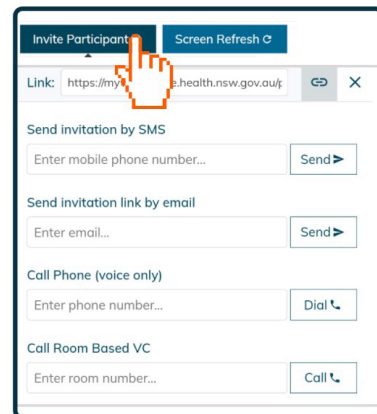

Consultation room controls

Once a consultation is started, a range of call controls will be available. These controls will auto-hide at the bottom of the window. They will reappear when you activate the screen by moving the mouse or touching the screen.
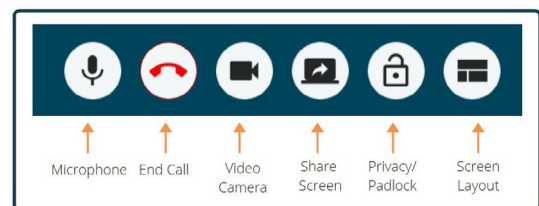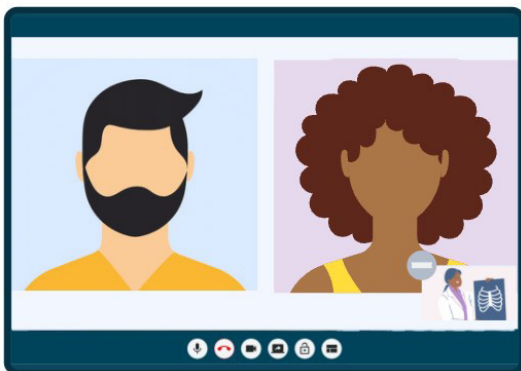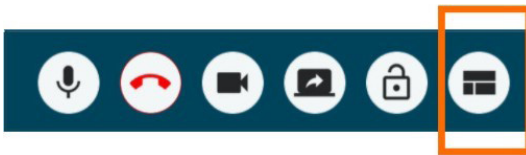
Padlock

Only clinicians who have an assigned role can connect to your call. For additional privacy you can lock the conference. A request for access will pop up if another team member is wanting to connect to your conference.
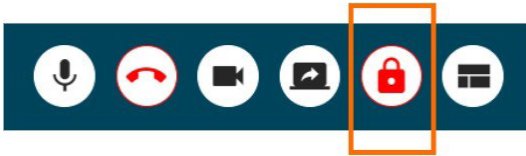
Screen layout

Choose either the default or equal layout for clinical consultations. The equal layout is best for multiple participants.

Spotlight a participant

When a participant has been spotlighted, that participant will remain on the screen regardless of who is speaking. This is essential to use when a participant, such as a patient, needs to be seen or when you have an interpreter supporting the session.

1. To spotlight a participant, click on the participant's name in the top bar of the consultation. You will see a message to indicate they have been spotlighted.

2. To remove the spotlight, click on the participant's name. You will receive another message to advise that the spotlight has been removed.
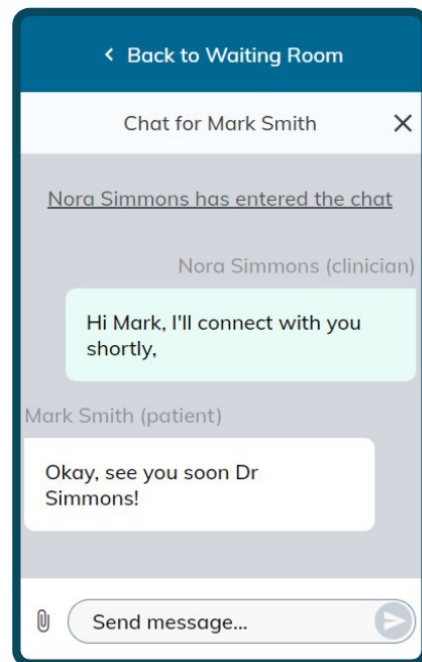
Chat

You can receive or send a message before connecting to the participant.

Participants can send clinicians a message when they are in the virtual waiting room. You will receive a notification when these are enabled.

To send a message, click on their name in the waiting queue.

1. Identify the name of the participant that you want to send a message to.

2. Click on the row of the participant. Select chat.

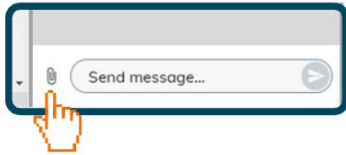3. Type in the chat box to send a message to the participant. Press enter.

4. Return the participant to the waiting room by clicking on Back to waiting room at the top of the chat box.
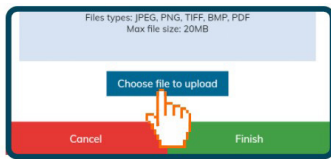
Send files

You can upload documents to share with participants.
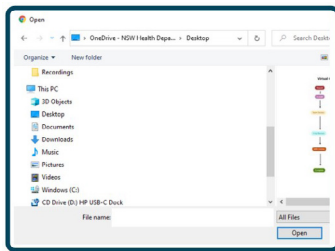
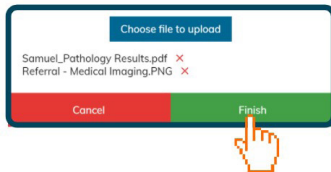1. Select the paper clip icon in the chat box

2. Select Choose file to upload.

3. Select the file you wish to share with participant.

4. Select finish.

5. The file will appear in the chat box.

Participants will need to download these to their device before ending the call.

Mute a participant

This is used when a participant is unable to mute themselves.

To mute or unmute a participant, click on the microphone button beside their name in the top bar. Their name will be highlighted in red to indicate that they have been muted. The participant will receive a notification to alert them that they have been muted.

Remove a participant

You can remove individual participants from the call.

1. Click the X icon next to their name.
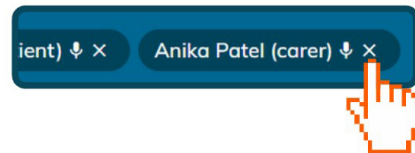
2. You will be prompted to confirm if you want to remove the participant from the room.

Hide and unhide the waiting queue
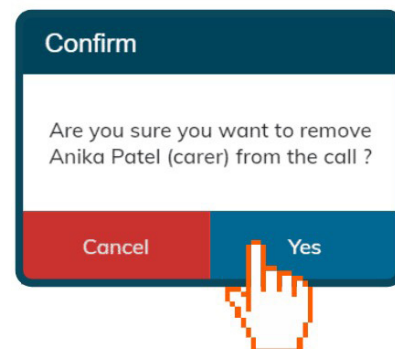
If you share your screen with participants, the waiting queue will automatically collapse. This protects the privacy of the other participants in the waiting queue.

1. Click the collapse button to the left of the chat window to hide the information of participants who are in the waiting room.

2. Click the expand button to the left of the waiting room to show the information of participants who are in the waiting room.

Interpreter services

Not all Healthcare Interpreter Services are currently using myVC. You need to book an interpreter for a clinical consultation in the same way you do now.

The expected practice is for an interpreter to join a clinical room just like the patient.

The clinician will connect the interpreter by adding them into the call.

When do I use the Interpreter services button on the home screen?

When no clinical room is established, and you have been directed by the interpreter service to join their room.

1. Click Interpreter services button.

2. Select the service that has been booked.

3. Complete the information fields.

4. Press enter and wait for your interpreter to connect you.

Direct call

The direct call button allows clinicians to conduct ad hoc and unscheduled appointments by reaching out to patients and other participants from their room.

1. Select direct call.

2. Identify the room that you wish to use. Press call.

3. Select Invite participant and enter contact details. (For more information on how to invite participants, see step five of Joining a consultation.)

Join another clinician's room

To join a call in another room in myVC, type the name of the room in the search bar. Click on the name of the room. You will be directed to a new page where your details will be pre-filled for you. Check your details and follow the process to enter the waiting room. You will be added to the consultation by the host clinician.
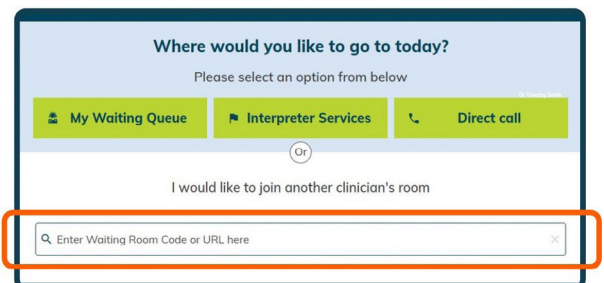
If you experience technical difficulties please call

Video Conferencing Services Team on: 1300 679 727