

Telehealth Clinician's Manual

1. Open **Chrome, Edge or Firefox** Browser and go to www.svhs.org.au/telehealth
2. Click **For Clinicians** “Clinicians dialling in **CLICK HERE**”

Enter this address into the address bar: <https://conference.meet.health.nsw.gov.au>

3. Enter your **Name** into the name box and Click Continue
4. Select the **green “Video”** button
5. Enter room number (in “Search to call”) & Click video camera icon
6. Enter your Host Pin and then select “**Join**”
(Make sure to **lock conference** via three dots at the top left-hand corner)

OR

Desktop Computer or Laptop

Copy the following link and paste into the Chrome, Edge or Firefox Browser:

[https://conference.meet.health.nsw.gov.au/webapp/conference/\[VMR Number\]?name=\[FULLNAME\]&pin=\[PIN\]&join=1&role=host](https://conference.meet.health.nsw.gov.au/webapp/conference/[VMR Number]?name=[FULLNAME]&pin=[PIN]&join=1&role=host)

OR

If you are using an Apple iOS device (from an iPhone/iPad/Mac)

Using **Safari**, navigate to <https://conference.meet.health.nsw.gov.au> and enter your name. Choose your preferred dial option, and enter **[VMR Number]** and press the call icon.

If you are using an Android Phone and Tablet

Using **Google Chrome**, navigate to <https://conference.meet.health.nsw.gov.au> and enter your name. Choose your preferred dial option, and enter **[VMR Number]** and press the call icon.

OR

If you are using an App for Apple iOS device (such as an iPhone or iPad)

Download the free **Pexip Infinity Connect app**  from Apple App Store **[VMR Number]@conference.meet.health.nsw.gov.au** into the “**Search to call**” box

If you are using an App for Android Phone and Tablet

Download the free **Pexip Infinity Connect app**  from Google Play Store **[VMR Number]@conference.meet.health.nsw.gov.au** into the “**Search to call**” box

(Once you have downloaded the app, enter your name, then press the green video call button, in the search to call box, enter your VMR number so@conference.meet.health.nsw.gov.au and then your pin. You can save your VMR in your favourites.

OR

Room Based Video Conference System

Cisco Endpoint Device Dial [\[VMR Number\]@conference.meet.health.nsw.gov.au](#) ⇒ Click on the Call button ⇒ enter your Host Pin: using the keypad

Polycom Endpoint Device Dial [conference.meet.health.nsw.gov.au##\[VMR Number\]](#) ⇒ Click on the Call button ⇒ enter your Host Pin: using the keypad

OR

You can join the meeting from a phone (Voice only)

From a telephone:

Within Australia: Dial 02 9842 2500, when prompted enter [\[VMR Number\]](#) #

Worldwide: Dial +61 2 9842 2500 and when prompted enter [\[VMR Number\]](#) #

Telehealth and Virtual Clinics	Click HERE for information on Telehealth and Virtual clinics for Clinicians, Patients, Carers and providers.
HETI Training	Click HERE to book a My Health Learning training session (Search for PEXIP).

Trouble connecting?

- Refresh (log out, close your browser and start again)
- Refer to the settings instructions in the How to Join document
- Contact the eHealth NSW Conference Services Team on 1300 679 727.
- Contact your local IT, Telehealth Manager or Telehealth Lead for support

The main practical difference between the usual telehealth codes and the new COVID telehealth codes is the location of the patient. If you are conducting usual telehealth attendances with patients in telehealth eligible areas, then you should continue to use the usual telehealth codes. For example, claim a 116 with a 112 and so on. Only use the COVID codes for patients who are not in a telehealth eligible area but need to 'see' you.

MBS Item	Medicare Benefit Schedule	Specialist consulting items
99	Specialist attendances	104, 105
112	Consultant physician	110, 116, 119, 132, 133

LINK TO CHECK PATIENT'S LOCATION ELIGIBILITY

<https://www.health.gov.au/resources/apps-and-tools/health-workforce-locator/health-workforce-locator>

1. Choose Modified Monash Model classification and choose 2019
2. Click "Find address" & Search a location

MM 2 to MM 7 are eligible + MM 1 if patient is from Residential Aged Care Facilities or Aboriginal Medical Services

Below are your common codes and their COVID counterparts to use if your patient meets the vulnerability criteria below and the consultation takes place via video.

Here are the vulnerable patient criteria:

Vulnerable/isolated patients are those where at least one of the following apply:

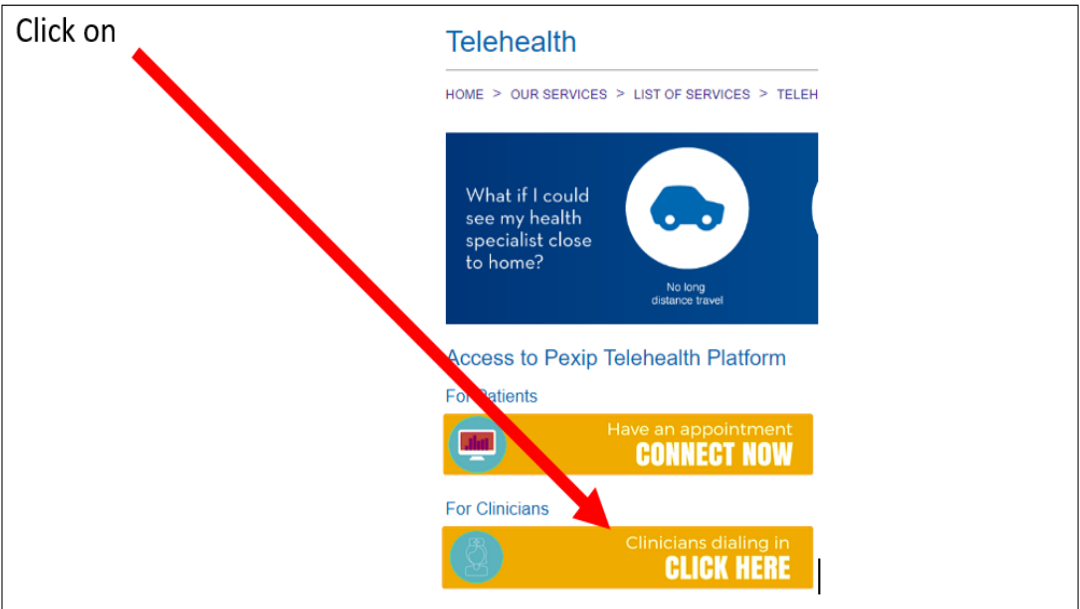
- (a) the person has been diagnosed with COVID-19 virus but who is not a patient of a hospital; or*
- (b) the person has been required to isolate themselves in quarantine in accordance with home isolation guidance issued by Australian Health Protection Principal Committee (AHPPC); or*
- (c) the person is considered more susceptible to the COVID-19 virus being a person who is:*
 - (i) at least 70 years old; or*
 - (ii) at least 50 years old and is of Aboriginal or Torres Strait Islander descent; or*
 - (iii) is pregnant; or*
 - (iv) is a parent of a child under 12 months; or*
 - (v) is already under treatment for chronic health conditions or is immune compromised; or*
 - (d) the person meets the current national triage protocol criteria for suspected COVID-19 infection.*

Usual MBS item	Equivalent new COVID item	Comments
104	91822	Surgeons
105	91823	
110	91824	Physicians
116	91825	

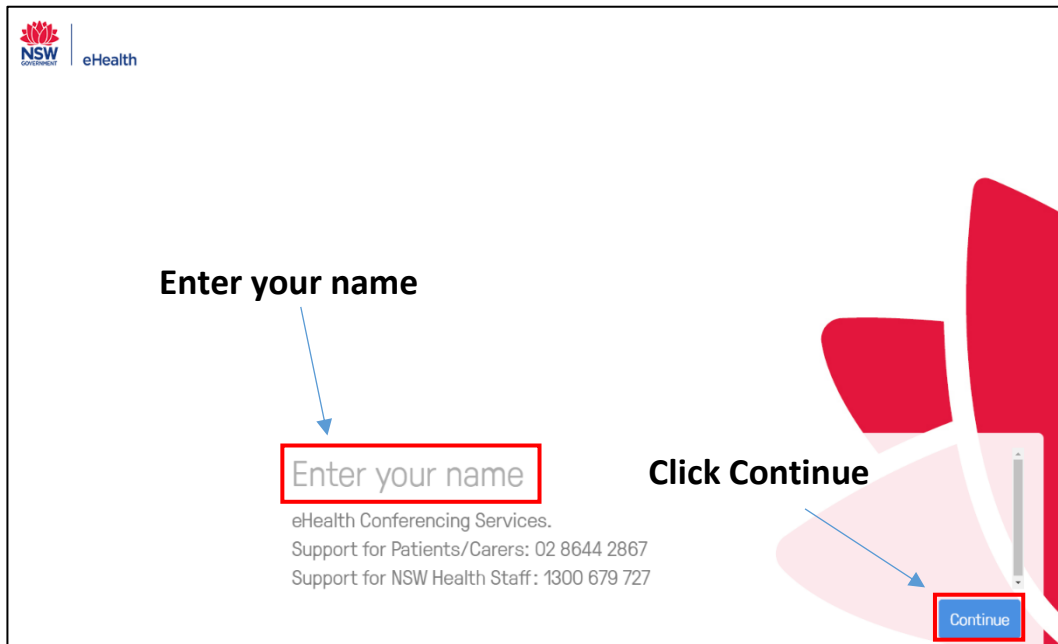
300	91827	Psychiatrists
302	91828	
304	91829	
306	91830	
308	91831	

Instructions

- Click on the “Clinicians dialing in CLICK HERE”



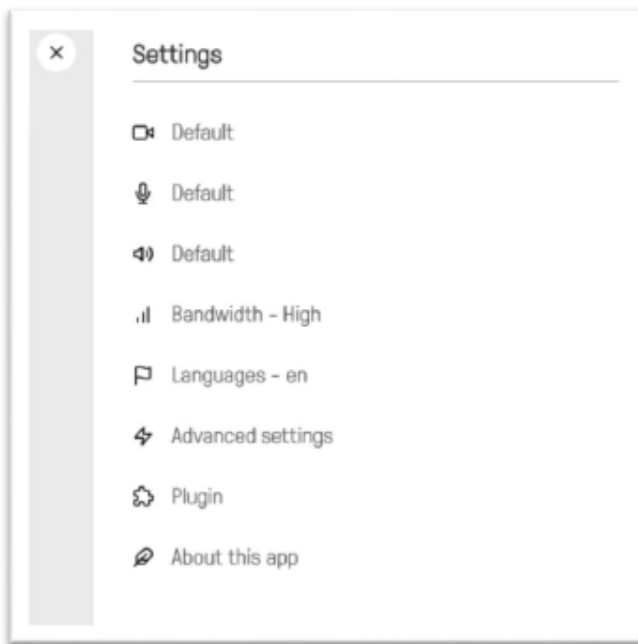
- Enter your **Name** and Click Continue



After clicking **“Allow”** you will be able to see the screen below with your display name. The Google Chrome browser automatically detects your default camera, microphone and audio output device. The default devices are already set on your computer but you can change them to any other media devices connected to your PC/Laptop such as: USB webcam, Headset or External Speaker

To enter the Settings Menu click on the Settings Icon

Settings Menu

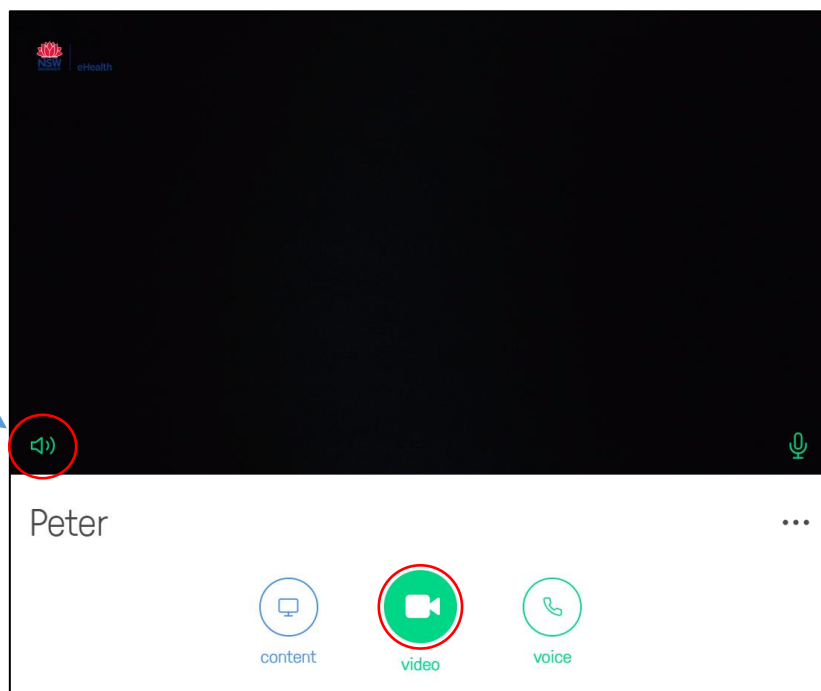


Click the 3 dots to enter settings

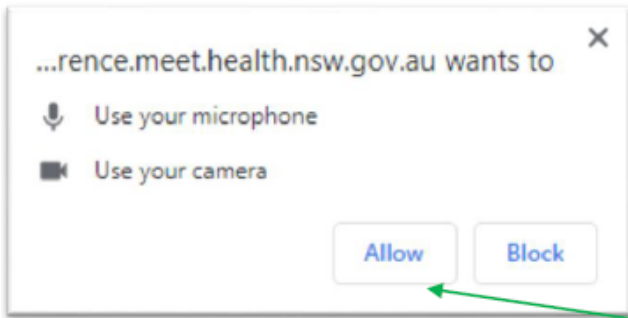
- Click on the **green Video** button

Click and select sound output.

Hearing a sound will confirm the output is working



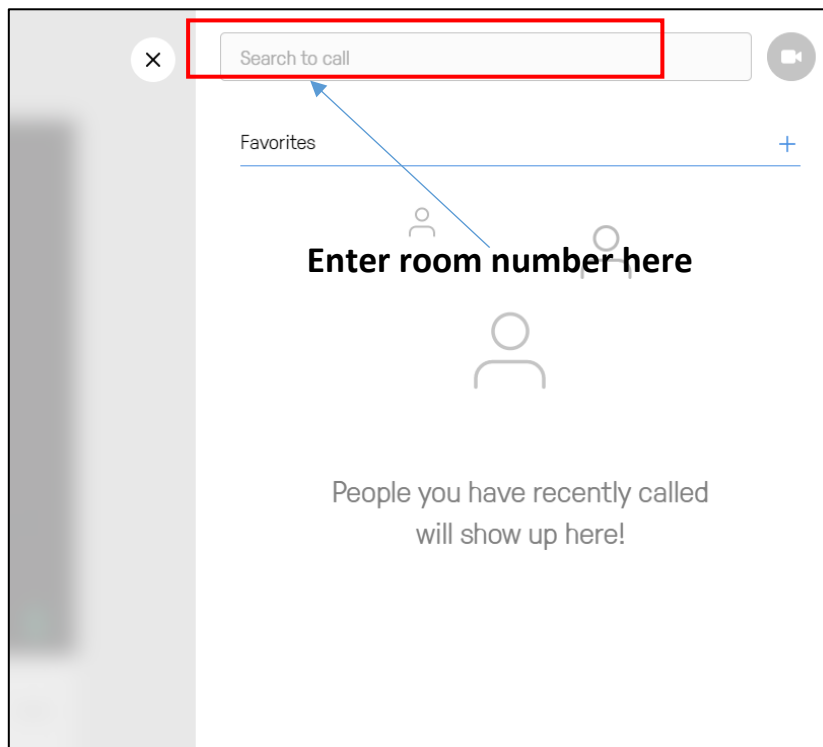
Note: Allow video and microphone if prompted.



If you are using the web app for the first time you will be prompted to allow the eHealth Conferencing website to use your Microphone and Camera. Please ensure you allow this otherwise the Camera and Microphone will be blocked and you will not be able to make calls in the web app

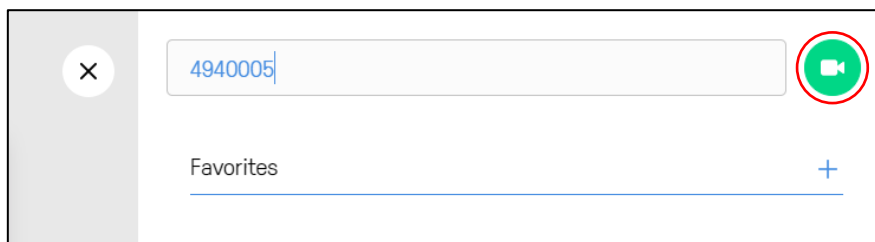
Click Allow

- Enter the room number into the 'Search to call' box in the top right

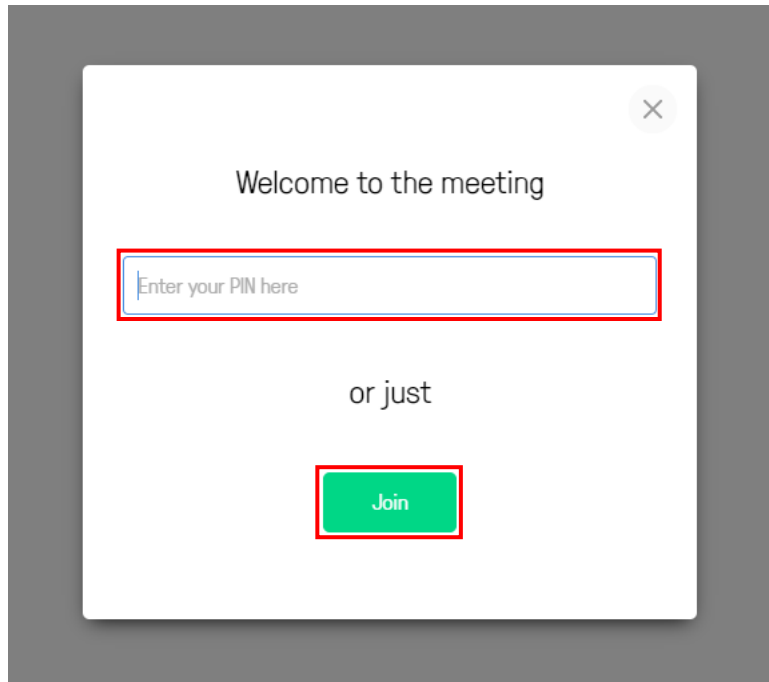


Type in the 7 digit number that you have given to the patient or carer

- Click video camera icon to connect

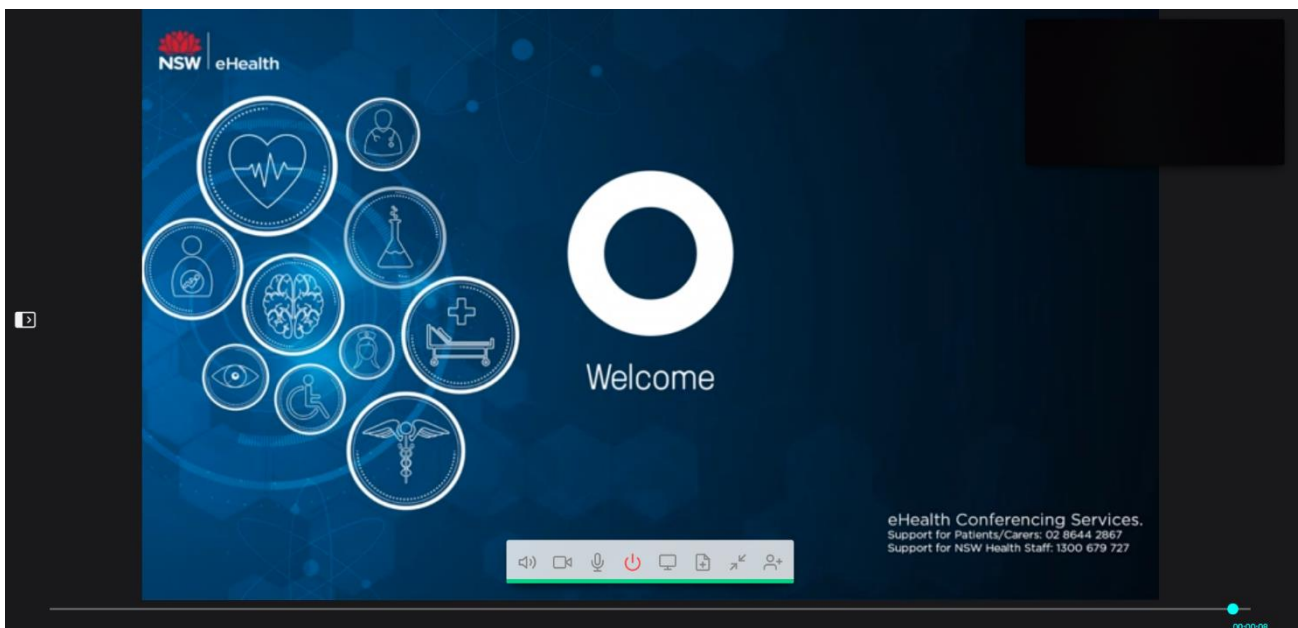


- Enter your PIN and click the **green 'Join'** button



Note: DO NOT give your PIN to the patient

- You will be taken into the virtual meeting room as the host





Mute/Unmute Incoming Audio



Turn camera OFF/ON



Turn your microphone OFF/ON



Disconnect from the call



Share your screen with all other participants



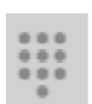
Float Video Window – Moves main video channel to a Picture-In-Picture Window



Present files – (JPEG, BMP, PNG, GIF) and PDFs



Add a participant to the conference **(Only the host can do this)**



If you join as a guest you can use the keypad to enter the host PIN to become the host but entering the host pin is usually done before you join the conference. The keypad does not appear if you are already the host.

Please call the clinic staff if you are having any trouble, and we will talk you through the process.

If you have an older computer, you may need to download **Google Chrome first, then follow the steps from Page 1.**


NEED TECHNICAL SUPPORT?

Contact the eHealth NSW Conference Support Team

 T: 1300 679 727

 E: EHNSW-VideoConf@health.nsw.gov.au

Contact SVHNS Telehealth Manager Majid Shahi

 T: (02) 9355 5712,

 M: 0417664707,

 VMR: 4381272

 E: Majid.Shahi@svha.org.au

 www.svhs.org.au/telehealth