

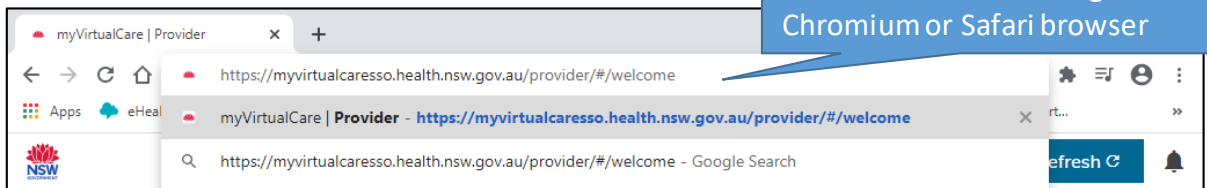
My Virtual Care Clinician Cheat Sheet

Accessing My Virtual Care

1. There are 3 ways of Access myVC:

A. Open your internet browser and go to the My Virtual home page

<https://myvirtualcaresso.health.nsw.gov.au/provider/#/welcome>

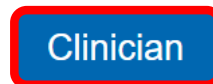


B. Search the internet for 'SVH Telehealth' and access the my Virtual Care site then clicking on the 'Clinician Access' button

Access to myVirtualCare



For Clinicians



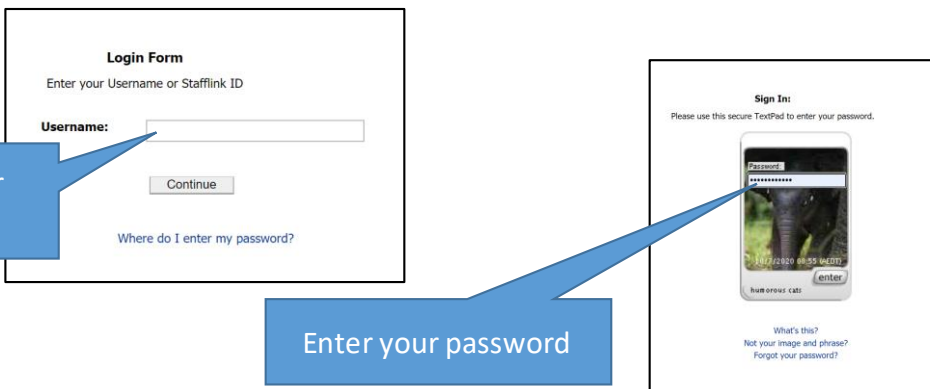
C. Windows Start Menu Icon– Search for “myVirtualCare” and a myVC icon should appear. Click on the icon and it should open up the browser directed to the myVirtualCare clinician access website. You can pin this to your start menu by right clicking on the icon and selecting 'Pin to Start'



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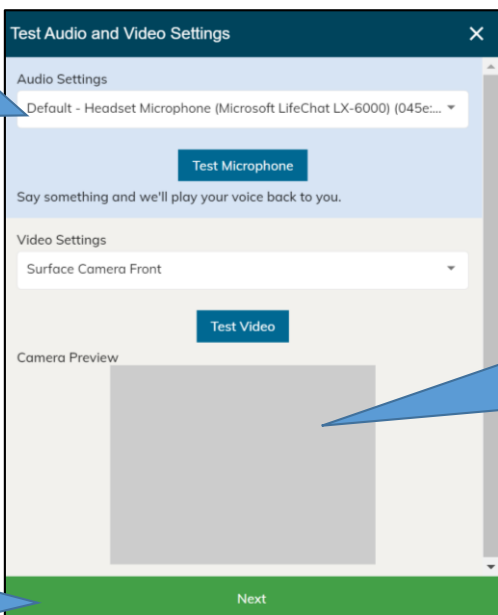
Accessing My Virtual Care cont...

2. You will now be presented with the waiting queue where you can see any patients who are waiting for you.



The image shows two screenshots of the login process. The first screenshot is titled "Login Form" and contains the text "Enter your Username or Stafflink ID". It has a "Username:" label followed by a text input field, a "Continue" button, and a question "Where do I enter my password?". A blue callout box points to the input field with the text "Login with your Stafflink ID". The second screenshot is titled "Sign In:" and contains the text "Please use this secure TextPad to enter your password." It shows a mobile device screen with a "Password:" label, a masked password field, and an "enter" button. A blue callout box points to the masked password field with the text "Enter your password". Below the second screenshot, there is a question "What's this? Not your image and phrase? Forget your password?"

Testing your equipment



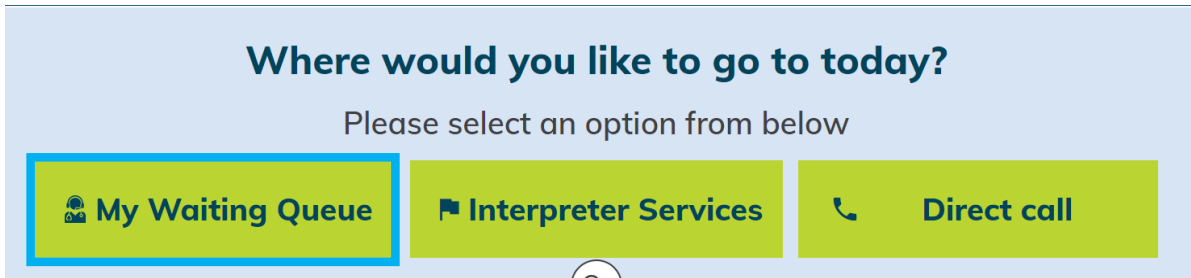
The image shows a screenshot of the "Test Audio and Video Settings" window. It has a title bar with a close button. The window is divided into two sections: "Audio Settings" and "Video Settings". Under "Audio Settings", there is a dropdown menu showing "Default - Headset Microphone (Microsoft LifeChat LX-6000) (045e...)" and a "Test Microphone" button. Below this is the text "Say something and we'll play your voice back to you." Under "Video Settings", there is a dropdown menu showing "Surface Camera Front" and a "Test Video" button. Below this is a "Camera Preview" area with a grey placeholder. At the bottom of the window is a green bar with a "Next" button. Three blue callout boxes provide instructions: one points to the "Test Microphone" button with the text "Select your microphone here and Click 'Test Microphone'. You should hear your voice returned"; another points to the "Test Video" button with the text "Select your camera and Click 'Test Video'. You should see your video appear here."; and a third points to the "Next" button with the text "Click 'Next' to continue".

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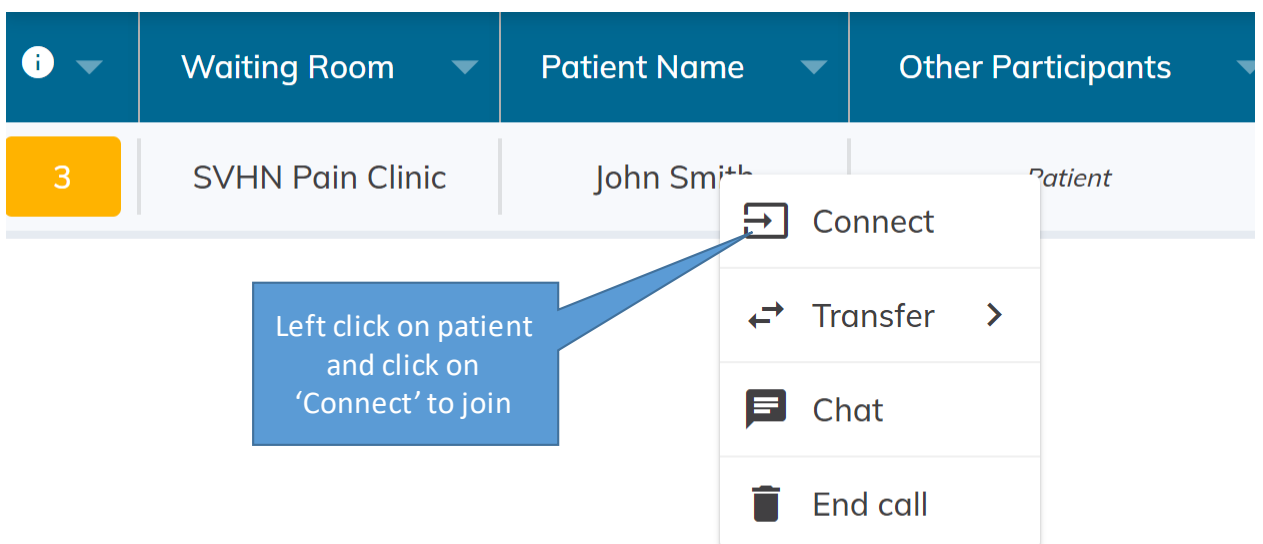
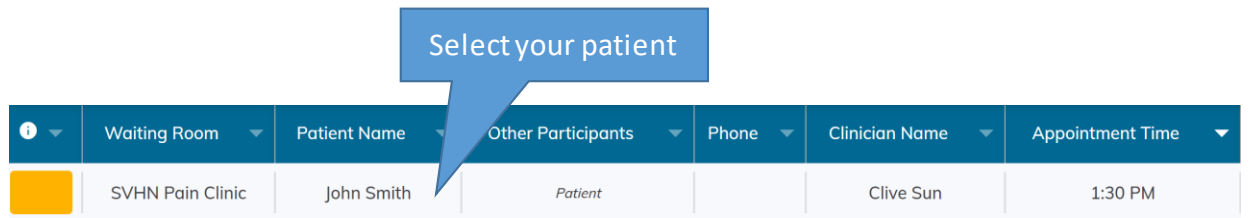


Accessing My Waiting Queue

1. Click the **My Waiting Queue** button.



2. You will now be presented with the waiting queue where you can see any patients who are waiting for you.

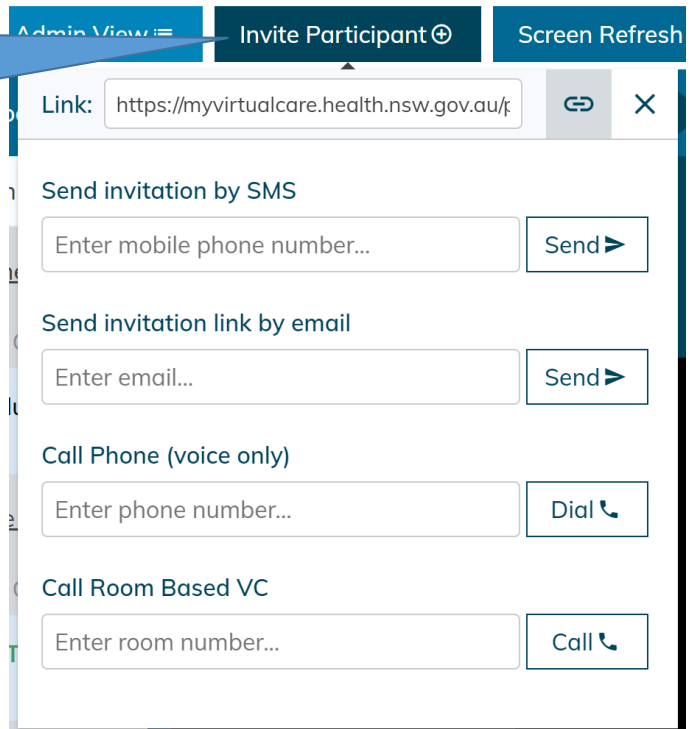


My Virtual Care Clinician Cheat Sheet

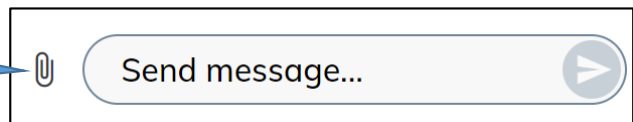
Once joined, you have options to control your microphone, video and sharing screens.



During the call, you can invite additional participants through SMS, email or phone call.



You can send chat messages and attach files to the patient during the call





(in) John Smith (patient) 📞 ×

You can mute the patient or disconnect them by clicking the icons next to their name

My Virtual Care Clinician Cheat Sheet

You can add other participants to the call from the waiting room by clicking on the participant and selecting 'Add to call'

Waiting Room	Patient Name	Other Participants	Phone	Clinician Name
 SVHN Pain Clinic	John Smith	Patient		Clive Sun
 SVHN Pain Clinic	John Smith	Sarah Smith Carer		Clive Sun

Note: You need to be in the call before you can add participants





- Connect
- Transfer >
- Chat
- + Add to call
- End call

To end the call, click this button.



You will be given options before the call is ended. You can choose to continue with the call, send the patient back to the waiting queue, or end the call completely.

Close session

-  Rejoin the session
-  Go back to the waiting queue
-  Terminate call - Disconnect all participants
-  Exit

Log-Off