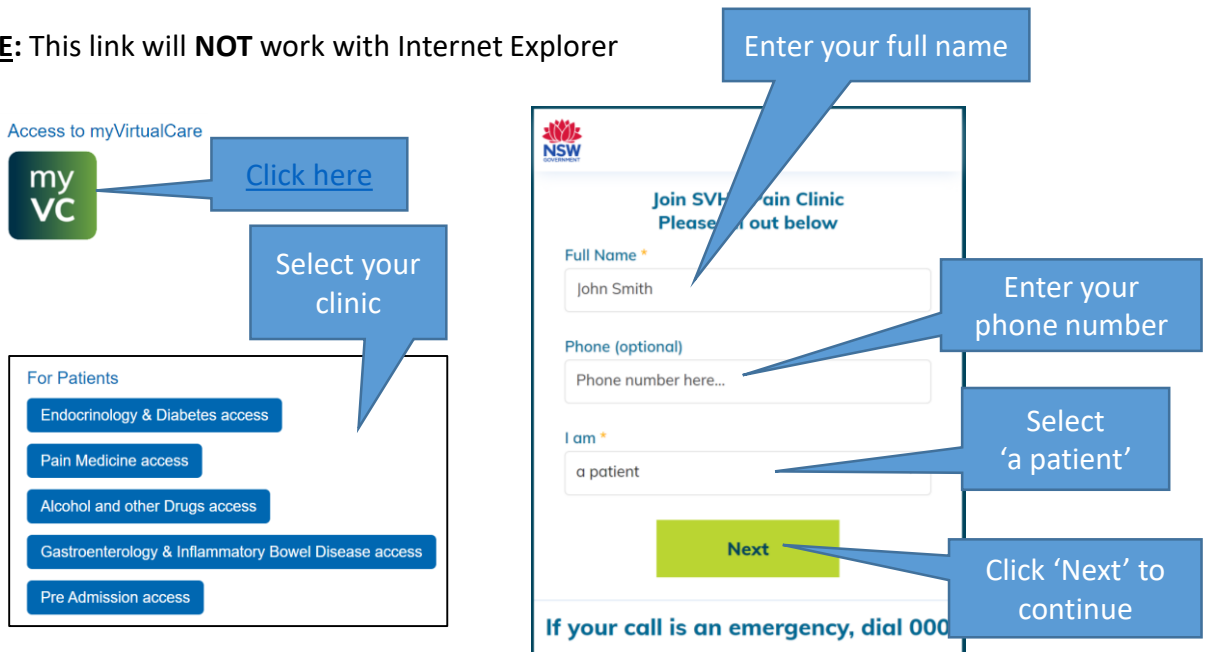


# My Virtual Care Patient Cheat Sheet

## How to access myVirtualCare

Open Google Chrome (Safari, Mozilla, Firefox or Microsoft Edge browsers also work) and search for **SVH Telehealth** in your search engine to access St Vincent's Telehealth webpage. Click on the myVC icon in order to select your Clinic's waiting room

**NOTE:** This link will **NOT** work with Internet Explorer



Access to myVirtualCare

my VC [Click here](#)

Select your clinic

For Patients

- Endocrinology & Diabetes access
- Pain Medicine access
- Alcohol and other Drugs access
- Gastroenterology & Inflammatory Bowel Disease access
- Pre Admission access

Join SVH Pain Clinic  
Please log out below

Full Name \*  
John Smith [Enter your full name](#)

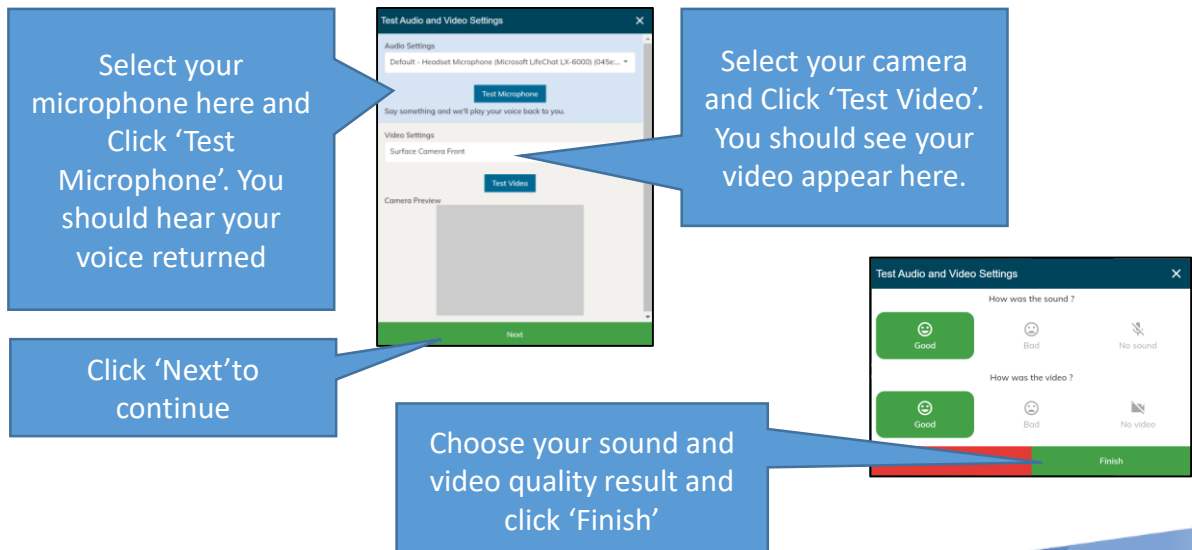
Phone (optional)  
Phone number here... [Enter your phone number](#)

I am \*  
a patient [Select 'a patient'](#)

[Next](#) [Click 'Next' to continue](#)

If your call is an emergency, dial 000

## Testing your equipment



Select your microphone here and Click 'Test Microphone'. You should hear your voice returned

Select your camera and Click 'Test Video'. You should see your video appear here.

Click 'Next' to continue

Choose your sound and video quality result and click 'Finish'

Test Audio and Video Settings

Audio Settings  
Default - Headset Microphone (Microsoft LifeChat LK-6000) (64Sc...  
[Test Microphone](#)

Video Settings  
Surface Camera Front  
[Test Video](#)

Camera Preview

Next

Test Audio and Video Settings

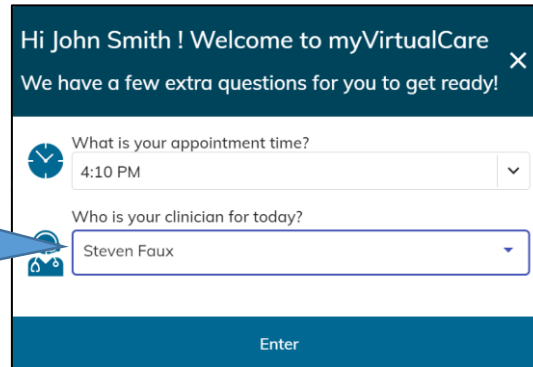
How was the sound ?  
Good Bad No sound

How was the video ?  
Good Bad No video

Finish

# My Virtual Care Patient Cheat Sheet

Select your appointment time and clinician. If you don't know who your clinician is, select 'I don't know'. Click 'Enter' to continue

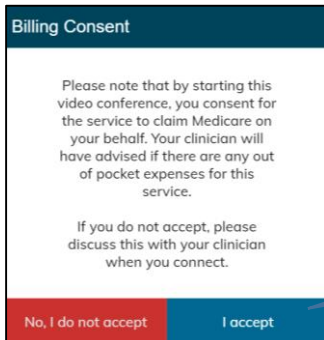


Hi John Smith ! Welcome to myVirtualCare ✕  
We have a few extra questions for you to get ready!

What is your appointment time?  
4:10 PM

Who is your clinician for today?  
Steven Faux

Enter



**Billing Consent**

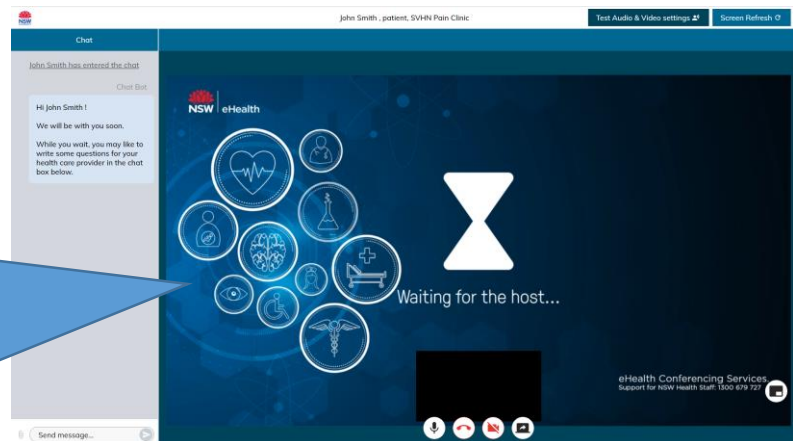
Please note that by starting this video conference, you consent for the service to claim Medicare on your behalf. Your clinician will have advised if there are any out of pocket expenses for this service.

If you do not accept, please discuss this with your clinician when you connect.

No, I do not accept | I accept

Select your billing consent option

You will then go into the Virtual Waiting Room and wait for your clinician to join you in the consult or telehealth appointment



When you have finished consult with your clinician, press the red phone button to end the call

You may be asked to complete a survey at the end of your meeting. For any technical issues please contact your SVHNS clinic coordinator or administrator.