HealthDirect Step-by-Step - For clinicians

Getting started

1. Liaise with local IT to get google chrome on the computers you plan to use during the telehealth sessions
2. Obtain a webcam
3. Email project lead you are intending to use health direct as a clinician
4. Once you receive your email from healthdirect inviting you to join the Orange Chronic Pain Management Service, click – join group and create account
5. To create your account, fill in details
6. Select a password, your login name will be your work email.

Before sessions

7. Open chrome browser
8. Type this in the address bar
9. Enter your login name and password
10. You will see this page

11. Click test call button on the right hand side to check your computer is ok to use webRTC
12. A pop-up window will come up, and take you through the testing steps, first step, is to test the connection speech

13. Press continue to progress to the second part of the test
14. The second step is to test the speaker, listen to hear a sound, if you hear the sound, press the yes button.
15. Once you press yes, you will progress to test the microphone. Press the hold and speak button to test this. You may hear an echo but this is ok.

16. If you hear anything either yourself or a noise press yes.
17. Once you press yes you will progress to the final part of the computer test which is to test your picture. If you can see yourself properly press the yes button. **Remember to frame yourself accordingly**

18. Under the box titled “**Video consulting dashboard**” you will notice a grey square titled “Orange Hospital Chronic pain clinic” click the square.

19. After you have clicked this button you will be taken into a service waiting room it will look like this, it will identify patients waiting to be see,
20. Click the waiting box to enter the call

21. Click the join box to enter call ensure video and sound box are ticked
22. Finally you will enter a room looking like this

End a session
Hit the end call button
In the session
Once in the session you can do some extra features as you would in a physical appointment.

Chat Boxes

- To use the chat box- you may want to use a chat box, to type hyperlinks for educational websites, or to provide education for parents/caregivers. To do this press the chat icon on the bottom of the page.
• A chat box will appear, and you can start typing

**Inviting people to the call**
You can invite a 3rd party to the consultation. To do this click the invite icon on the bottom right hand side.
Once you click this an automatic pop up will happen and you can send the 3rd party member an email click the send email button to enter the member’s address

Placing a client back in the waiting room.
Sometimes you might need to place a client back in a waiting room, whilst you and your team members discuss your client’s treatment plan. This involves many steps outlined below.

1. Instruct the patient that you are putting them back in the waiting room, **and not to close the browser**.
2. Inform them you will be back no later than 10 minutes, and to have their phone handy, that the clinic might call if there are any connection difficulties.
3. Click the leave call button on the left hand side of the screen
4. You will receive a pop up notification asking you if you want to disconnect all callers from the conversation, and click no, as this will place the patient back in the waiting room.
5. When you want to start the consultation again press the idle call button on your dashboard and then click the join button.

6. Rejoin the consultation.
Share a screen

- If you want to share screens, particularly to show educational materials you can.
- Press the share screen icon on the bottom of the page, if you have never shared a screen you will get this message

- You will need to install screen sharing extension button. Click the hyperlink to activate this.
- You will go to another webpage. At this webpage you need to click the add to chrome button on the top right hand corner.

- After you have done this make sure you have your document you want to share MAXMISED
• click back on the video call on your task bar

• Once you open the video call session hit the share screen button on the bottom of the page

• An automatic pop up will come up, showing all the products opened on your desktop
Click the document you will to share. **NB YOU MIGHT HAVE TO SCROLL DOWN TO FIND IT**
• Once the document is clicked the document will share on the screen
• This is what it would look like for you

**Clinician View**

![Clinician View Image]

• You will get a google chrome pop up asking you to stop sharing. Press the stop sharing button when you want to “stop sharing”

The picture below shows you want the patient can see when you share a screen

**Patient view**

![Patient View Image]