Telehealth Tips – For GPs and Other clinicians

What can I do in advance?

- Download google chrome at http://www.google.com/chrome/
- Know in advance who’ll will be involved in the consultation, so you can have your questions ready.
- Ensure you have completed a test call with the pain clinic
- Reduce environmental/background distractions in advance (e.g. electronic scripts, medical records open may slow down the progress)

What do I do on the day?

If the patient is with you

- Go to start video call button, then select the service you will be attending. If you are not sure who you are seeing please contact, Donna O'Donell on ph: 6369 3988
- **5 minutes before the consultation time**, follow the instructions to join your video call online.
- Scroll down the website to you see this button
- Click the start video call button
- Check that your speakers, microphone and camera are all turned on/ working.
- Try to use WiFi or wired if possible.
- 3G may result in poor image quality and call may cut out easily.
- Look at the video of yourself on screen to check how you look to the other party.
- Make sure your camera is positioned next to the video on your screen (to help improve line of sight/eye contact)
- Please have your phone turned on, and handy we will contact you if there are any troubles.
- If you can’t make the appointment, please call us to cancel/reschedule on ph:

If the patient is not with you

- You can use the video call solution, if you are in your rooms and the patient is at home.
- Make sure the pain clinic has your email details, and you have access to your inbox
- You will receive an email from healthdirect looking like this, open the email
• Scroll down the email and you will find a statement like this:

Please join me in the video room ‘test user’, at this web address:

• Copy the address and open in a Google Chrome task bar: **NOTE THE WEBSITE WILL BE DIFFERENT TO WHAT IS DISPLAYED**

• You will be directed to your clinic’s website
• An automatic pop up window will appear and you will be asked to enter your details

• Once you have entered your details and click the Terms of Use and Privacy box,

• Next click the continue box
• Another pop-up window will come up, and take you through the testing steps, first step, is to test the connection speed

![Video Call Setup](image1)

Your connection speed is OK

Continue

• Press continue to progress to the second part of the test
• The second step is to test the speaker, listen to hear a sound, if you hear the sound, press the yes button.

![Video Call Setup](image2)

Speaker test
Can you hear the sound?
No Yes

• 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
If you hear anything either yourself or a noise press yes.

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.

Following this test you will get a notification message, reiterating the terms and conditions press start call to begin your consultation.
Your screen will look like this

You can change your view by pressing the tile button on the top right hand corner

If the link provided in the email fails to work,

- You can access the room via an alternate method if the link provided in the email fails to work.
- Go to this web address: http://www.aci.health.nsw.gov.au/networks/pain-management
• Click start video call
• You will get a pop up window underneath the service description you will notice a disclaimer asking you if you have a video room id click here

• The video room id is available on the email, (SCROLL DOWN TO FIND IT)
• **Note room ID and password may be different, use the one provided in your email**

OR (if you cannot use the direct video room link, above)
2. Click ‘Start Video Call’
3. Follow the prompts.
4. When asked to enter your appointment details, use the following:

   • Video Room ID: r6992
   • Password: place73

• Enter the Video room ID and Password
Click the Terms of Use and Privacy Policy box,

Enter the Video Room ID and password

Video Room ID: 60992
Password: ********

Enter your details

First Name
Last Name
Phone

☐ I agree to the Terms of Use and Privacy Policy

Continue

Next press continue
You will enter the room and your screen will look 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
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 maximised.
- 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

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