

VIRTUAL CARE WELCOME PACK

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What is Virtual Care?

NSW Health is committed to providing world-class care that is safe, reliable and personalised. Virtual care can help do this.

Virtual care, also known as telehealth, uses technology (such as phone, tablet or computer) to safely connect you with your health professional to deliver care when and where it is needed. It complements the face to face care you are used to receiving and gives you a choice over how you connect.

You may have already had appointments with your local doctor via telephone – this is one example of virtual care or telehealth.

Your health professional may offer you virtual care in one of two ways:

- **By telephone** – you will connect by telephone to your health professional(s)
- **By video conference** – this will be a video connection of two or more people allowing all participants to speak to each other, see each other and in some cases exchange data simultaneously.

Benefits of virtual care for you, your family and / or your carers.

Virtual care provides:

- opportunity to receive care closer to home, family and community
- convenience and choice
- reduced travel time and cost
- timely access to services to improve continuity of care
- access to specialist services that may not be available in your area
- social support
- opportunity for your loved ones to join you in your appointment when they are unable to be present at the time

Is everyone suitable for, or offered, virtual care?

Not everyone will be suitable or offered virtual care. Firstly, your health professional must confirm that your condition is appropriate for a virtual appointment. For example, if you require hands on care such as a physical assessment or wound care then it would not be possible to have a virtual care appointment.

To participate in virtual care, you will need the following:

- A [suitable device](#) with connection to the internet and up to date software
- Data (internet access) that you are willing to use
- The ability to use your device

If you have not been offered virtual care and would like to be considered for this option of care, ask your health professional for more information.



Preparing for a virtual appointment



Using technology to access your healthcare provider may be a new experience for you. You may have been offered a virtual appointment or you may have heard about it and be interested in accessing your healthcare in this way.

This guide has been designed to help you understand what virtual care is and how technology can be used to connect you with your healthcare providers using your everyday devices.

The guide includes:

What is virtual care?

Why should I use virtual care?

What happens before my appointment?

How do I access my virtual consultation?

How do I set up for a successful consultation?

What happens during the appointment?

Will my virtual appointment be private and secure?

What if I have trouble connecting?

What is virtual care?

Virtual care, also known as telehealth, safely connects people with health professionals to deliver care when and where it is needed. Telephone, video conferencing, and remote monitoring are examples of virtual care.

Virtual care is designed to complement existing in-person services, connecting you with your clinicians and providing you with more choice about how and where you receive care. If virtual care is the right option for you, your healthcare providers will explain how virtual care can be used to ensure it meets your needs.

Using technology offers another way for you to access care – it does not replace in-person care. Your healthcare provider may need to see you in-person for a physical assessment or to provide treatment, such as dressing a wound. Sometimes this can be done with another healthcare provider, for example your GP or a nurse may come to your home to provide in-person care whilst a specialist connects to you using technology.

There are many ways to provide care, your healthcare provider will discuss with you how they can provide timely high-quality care that meets your needs.

Why should I use virtual care?

Virtual care offers many benefits and can make it easier and more convenient for you to attend appointments. This may mean:

- your travel and accommodation costs are reduced
- there is less disruption to your life (family, work, daily routine)
- you can bring together different people involved in your care.

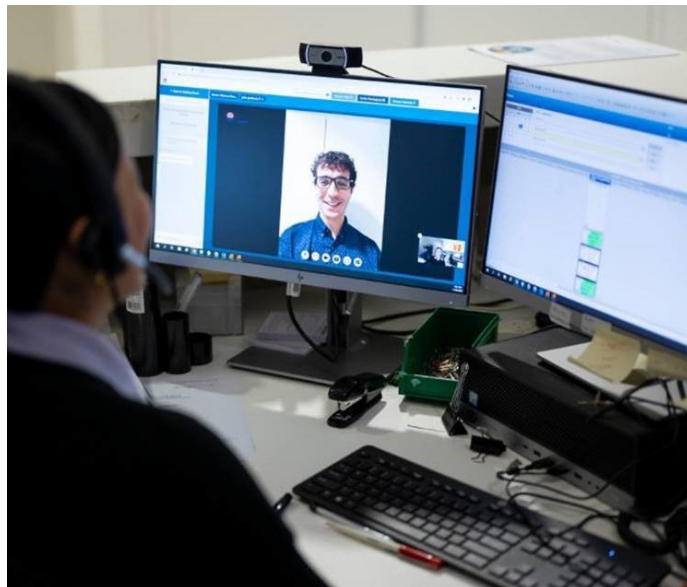
Your treating team will discuss options with you and identify the best approach based on your healthcare needs. Where you need to have multiple appointments, people may choose to access their care differently for each one: sometimes virtually and other times in-person. In many cases it comes down to your choice.

What happens before my appointment?

If you and your healthcare provider decide that virtual care is the right option, you will be provided with information about how to proceed. Just like an in-person appointment, you will be given all the details you need before the appointment, including:

- the date and time
- where you need to go (if it is not at home, for example joining from your GP clinic)
- who will be there during your appointment
- how to connect to and use the technology.

If you have concerns about your virtual appointment, you should speak to your healthcare provider.



How do I access my virtual consultation?

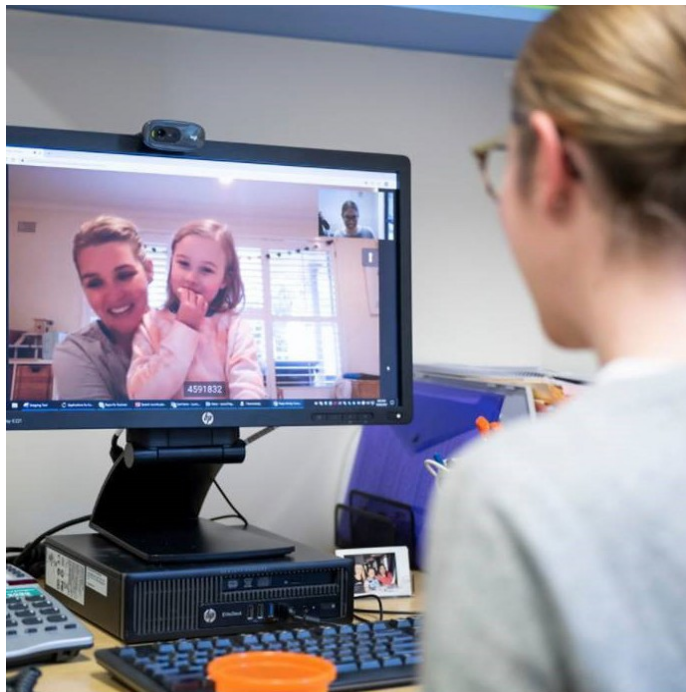
Your clinic will provide you with specific information on how to connect to your appointment, in most cases you can attend virtually using:

- a desktop or laptop computer (PC or Mac) with an internet browser
- a device such as smartphone (mobile) or tablet. Both Apple and Android devices are suitable.

You may be able to attend from your GP clinic or a NSW health facility near you – speak to your clinic to find out if this is an option for you.

There will not be any additional costs to use virtual care, except for your internet or phone usage. A 15-minute consultation uses approximately 80 megabytes (Mb) of your data allowance.

It is recommended that you conduct a test call to identify and resolve any connection issues before the appointment. Your clinic contact can provide support with this.



How do I set up for a successful consultation?

Remember that a virtual appointment (by phone or video) is still an appointment with your healthcare provider. To help ensure a successful appointment:

- test your internet connection, if you have a poor internet connection it will result in poor sound, a time delay or have pixelated images. It's a good idea to test before the appointment so other options can be discussed and arranged.
- find a private and quiet space that is free from distractions. It is important that you will not be disturbed and feel comfortable to speak with your healthcare provider. Please don't connect from a public space.

- choose a well-lit area for your appointment. Don't sit with your back to a window as the light can flood the camera, making it hard to see you.
- if you will be joining using your phone, consider switching it to 'do not disturb' so that incoming phone calls do not distract you.
- set up your device so it is stable and at eye level. You will have a more comfortable appointment experience if you don't have to hold your device.
- be on time for your appointment. Try to dial in five minutes early to allow time to address any technical issues and be comfortable.

What happens during the appointment?

Your appointment will run like an in-person consultation. At the beginning of the appointment, all healthcare providers who are taking part will introduce themselves.

If there is a healthcare provider with you in the room, they will set up the technology for you (such as a video camera, TV or computer, microphone).

You may want a family member or support person to attend as well. They can either join with you in the same room, or from another location using their own device.

You can ask questions at any time before, during and after the appointment.

If you are having trouble hearing or change your mind and would prefer to attend the clinic, let your healthcare provider know. You will not be disadvantaged in any way and a new appointment will be booked for you.



Will my virtual appointment be private and secure?

To ensure that your consultation remains confidential and your privacy is protected, it will occur on a secure platform that meets NSW Health standards for privacy.

Your healthcare provider will manage your information in the same way as an in-person appointment. This means notes will be documented in your medical record and a letter may be sent to another provider.

Your virtual appointment will not be recorded. Recording a consultation without the consent of the people involved is an offence.

What if I have trouble connecting?

You should test your equipment a few days before your appointment. If you have any issues connecting, you should contact the service that you made the appointment with or refer to the specific instructions that your clinic provided you.

If you are unable to attend your appointment, please call the service to cancel and reschedule it. Doing this as early as possible will allow another person to access this time for their healthcare needs.

Virtual Care system requirements

To successfully connect you'll need:

1. A device

See requirements below. [Click here](#) to test your device meets virtual care requirements

2. A web browser

Click the link below to check what browser you are using
www.whatismybrowser.com

3. An internet connection

An upload and download speed of at least 1Mbps is required. Click on the link below to test your connection speed www.speedtest.net

4. Data

As a guide, data usage for a 15 minute video call is approximately 80MB and for an audio-only call is approximately 10MB

Desktop and laptop requirements

For the best experience use a recent model computer

Operating system compatibility

Apple devices

Devices running OS 11 or later



Apple Safari version 11.1 or later

Windows devices

Devices running Windows 7 or later

Browser compatibility



Google Chrome version 80+



Mozilla Firefox version 60+



Microsoft Edge version 80+

Tablet and smartphone requirements

Whilst not all mobile devices have the capability to run videoconferencing platforms, these specifications form a reliable guide

Operating system compatibility

Apple devices

iPhone 7 or later

iPads using iOS 11 or later

Android and Windows devices

Android devices running Android 7.0 or later and using Google Chrome

Browser compatibility



Apple Safari version 11.1 or later



Google Chrome version 80+

Accessing myVirtualCare

You will be provided with a link to join the consultation. Open a compatible browser (below), then follow the link and steps to connect to the appointment.

1. Enter your details and identify your role by using the dropdown list.
2. Click the **Next** button.

NSW
Join NSW Health Clinic
Please fill out below

Full Name *
Dr Sami Dean

Phone (optional)
04X830X01

I am *
another provider

Next

TIP

Successful connection to myVirtualCare depends on your internet speed, device and browser. An upload and download speed of at least 1Mbps is required. You can test your connection speed at www.speedtest.net and check your browser at www.whatismybrowser.com

More system requirement information is available at https://aci.health.nsw.gov.au/data/assets/pdf_file/0017/651032/myVirtualCare-recommended-system-requirements.pdf

Approximate data usage for a 15 minute video call is 80MB and for an audio-only call is 10MB.

Apple devices

Devices running OS 11 or later



Apple Safari version 11.1 and later

Windows devices

Devices running Windows 7 or Windows 10

Browser compatibility



Google Chrome version 80+



Mozilla Firefox version 60+



Microsoft Edge version 80+

Audio and video test

You will be automatically prompted to test your audio and video devices prior to joining the consultation.

1. Select your preferred microphone from the **Audio Settings** dropdown.
2. Click the **Test Microphone** button, say something and it will be played back to you.
3. Select your preferred **Camera from the Video Settings** dropdown list, click the **Test Video** button.
4. You should see the video from your camera displayed on screen.
5. Once complete, click the **Next** button.
6. Rate your Audio and Video quality and click the **Finish** button. Your clinician will see the results of your device test. If you have any technical issues connecting please contact your service provider.

Test Audio and Video Settings

How was the sound ?

Good Bad No sound

How was the video ?

Good Bad No video

Back Finish

Consultation details

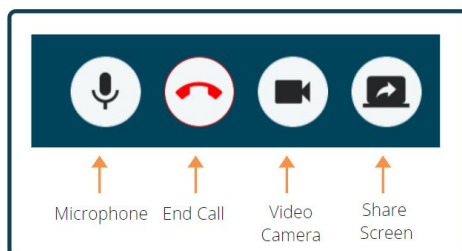
Enter your appointment time and if prompted which clinician you are joining. As a provider you will be asked additional questions to assist in connecting you to the consultation.

Provider view

After entering your details, you will be directed to a virtual waiting room.

Consultation call controls

These call controls are available. These controls will auto-hide at the bottom of the window and reappear when you activate the screen (move mouse/touch screen).



Microphone

When you are not speaking you can mute the microphone.



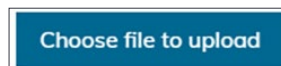
Chat

You can chat with people by typing into the **Chat Window** and pressing **Enter** on your keyboard, or clicking the **Send** icon.



You can also attach documents and photos via the chat window.

1. Click the **paper clip** icon.
2. Click the **Choose file to upload** button or drag and drop a file into the blue area and click the **Finish** button.

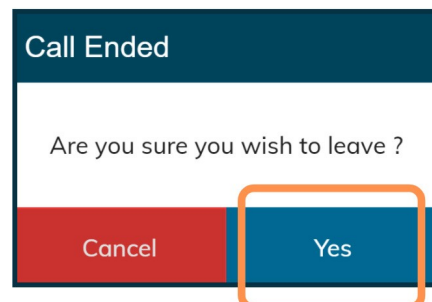


Concluding the consultation

When the appointment has finished, simply click the telephone button.

You will be asked to confirm if you would like to leave the consultation.

Click the **Yes** button.



The consult may continue between other people after you leave.

You will be asked to complete a short survey following your consultation. We appreciate your feedback about your experience.

If you have any technical issues connecting please contact the service who organised your appointment.

Pexip: User guide for consumers and carers



Accessing Pexip

You will be provided with a link to join the the video call. Open a compatible browser (see TIP below), then follow the link and steps to connect to your appointment.

TIP

Successful connection to Pexip depends on your internet speed, device and browser. An upload and download speed of at least 1Mbps is required.

You can test your connection speed at www.speedtest.net and check your browser at www.whatismybrowser.com

More system requirement information is available at <https://aci.health.nsw.gov.au/statewide-programs/virtual-care/videoconferencing>

Approximate data usage for a 15 minute video call is 80MB and for an audio-only call is 10MB.

Browser compatibility



Apple Safari version 11.1 and later



Google Chrome version 80+



Mozilla Firefox version 60+



Microsoft Edge version 80+

1. Open a recommended browser go to the following link or enter the link provided by your healthcare provider.

conference.meet.health.nsw.gov.au/webapp

When you click the link, it will look like this:

2. Type your full name into the box and click 'continue'.

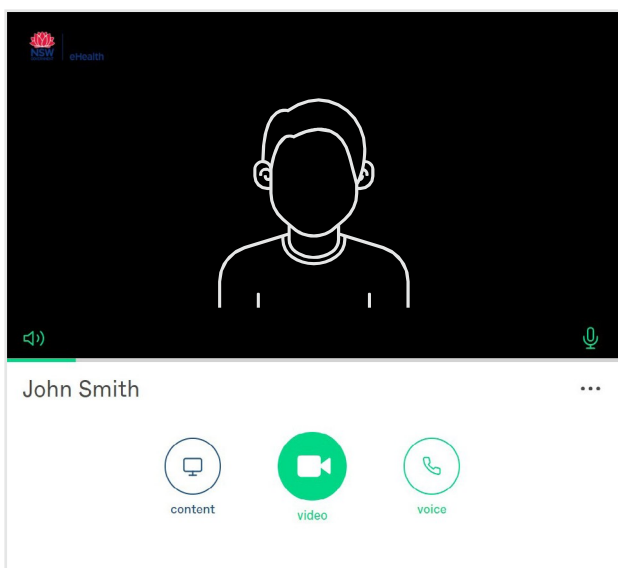
The name you use here will be visible to your healthcare provider and any other people who join the video call.

Pexip: User guide for consumers and carers

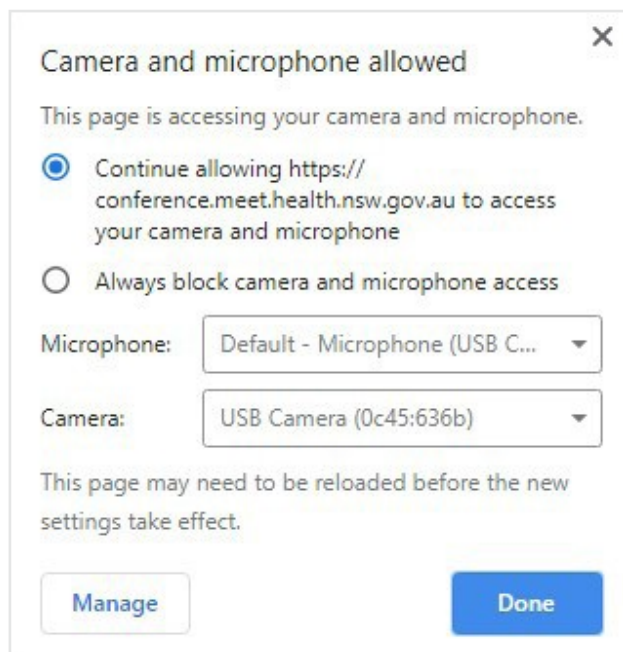


3. You will see your image and when you speak the green bar will move below your image. This confirms that your sound and camera are working,

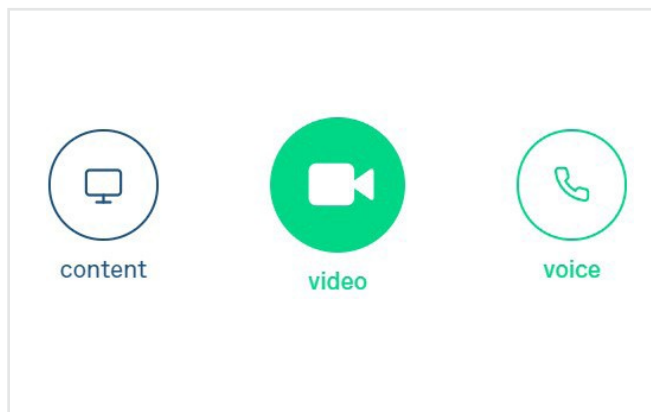
Tip: if you cannot see yourself, click the camera icon in the address bar and ensure that you have allowed access to the camera and microphone.



A pop up may appear requesting you to allow your camera and microphone. Please select allow.

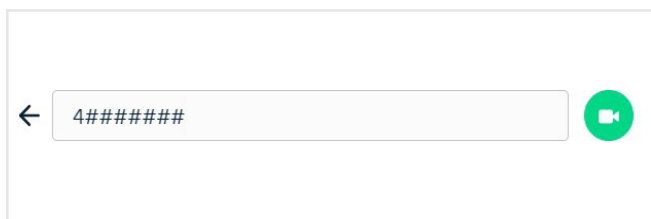


4. Select the green video call button.



5. A new screen will appear where you enter the Virtual Meeting Room (VMR) number provided to you into the 'Enter VMR number' box in the top right.

The VMR number is a seven or nine digit number commencing with a '4' that will be provided to you by the service.



6. Once you enter the VMR, the video icon will turn green. Press this to connect.



Pexip: User guide for consumers and carers



7. Click the green button to join. You do not need to enter a pin.

Welcome to the meeting

Enter your PIN here

or just

Join

8. You will be in a virtual waiting area. You will be connected shortly. Contact the service for any further questions.

Call controls

These call controls will auto-hide at the bottom of the window and reappear when you activate the screen (move mouse/touch screen).



Clicking this will mute all incoming audio for the conference



Clicking this will turn your camera on or off



Clicking this will mute and unmute you



Clicking this will end the conference



Clicking this will allow you to share your screen



Clicking this will allow you to upload a document to share



Clicking this will minimise your view of your clinician. It is not recommended to press this