

User guide for patient and carers

1. Access myVirtualCare:

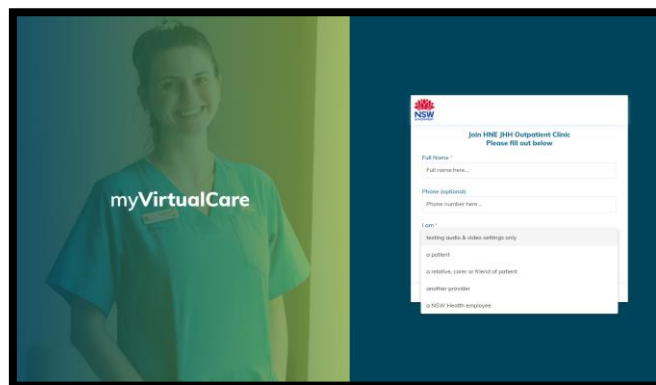
You will be provided a link to access myVirtualCare and your required waiting room in your appointment confirmation (via email, text or mail)

This link can also be found on the internet – https://www.hnehealth.nsw.gov.au/our_services2/telehealth
You must know which clinic to connect to, if unsure phone your health provider

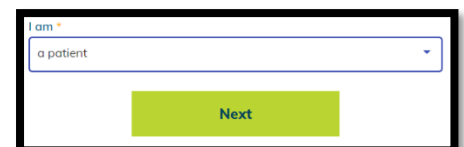
Select the link or copy the link into your web browser. **Note, not compatible with Internet Explorer**

2. Logging on to myVirtualCare:

Log in by entering your name & phone number and select your role as a **relative, carer or friend of the patient** by using the drop-down list



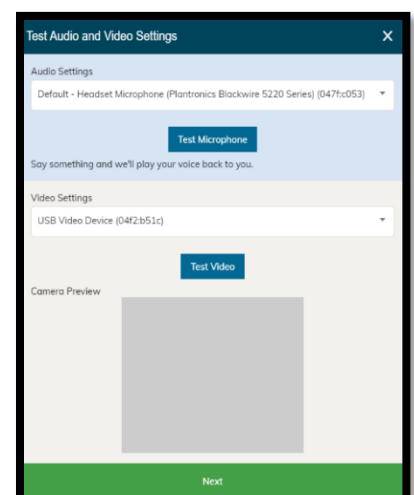
Select *Next*



3. Start testing audio and video:

You will be prompted to test your audio and video

- Select *Test Microphone*, speak out loud. You should hear yourself through your speakers
- Select *Test Video*, you should see the video from your camera displayed on screen
- Once you have completed your testing select *Next*

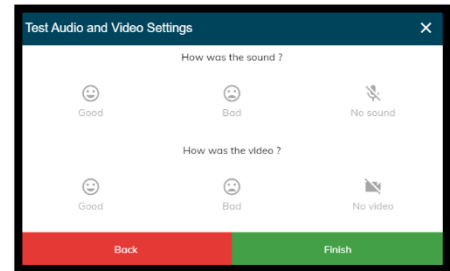


4. Rate your audio and video quality:

The following pop up will appear and ask you to rate the quality of your audio and video

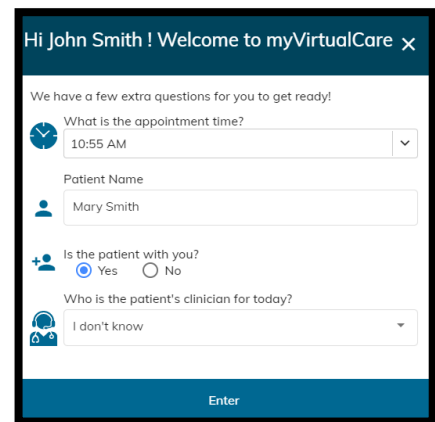
Select *finish* once you have provided a rating

This will provide essential information for your doctor



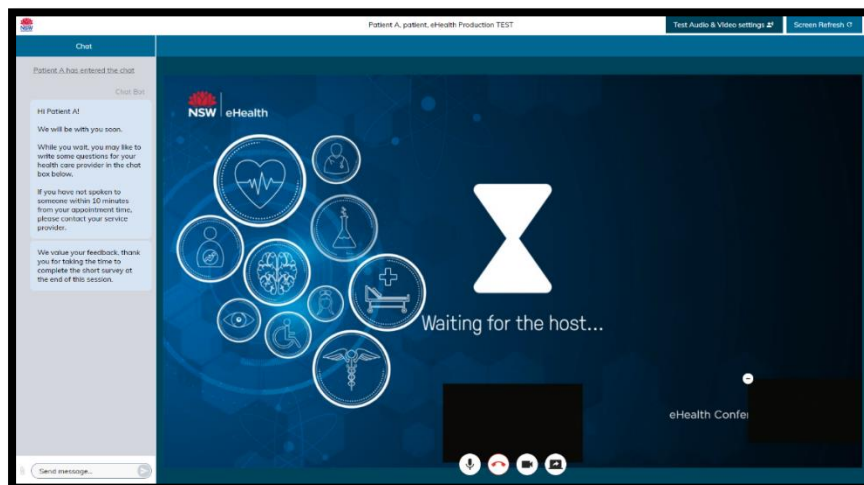
5. Enter your appointment details:

- Enter your appointment time, select
- Enter the patient's name
- Indicate if the patient is with you or not
- Select your doctor's name, *if unsure select 'I don't know'*
- Select Enter



6. Waiting for your doctor to join the appointment:

You have now been placed in the waiting room, your doctor will join the appointment when they are ready

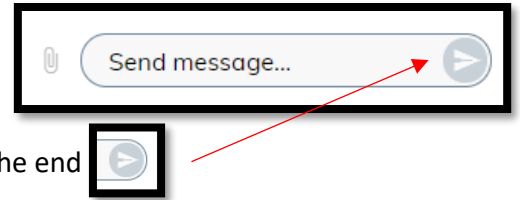


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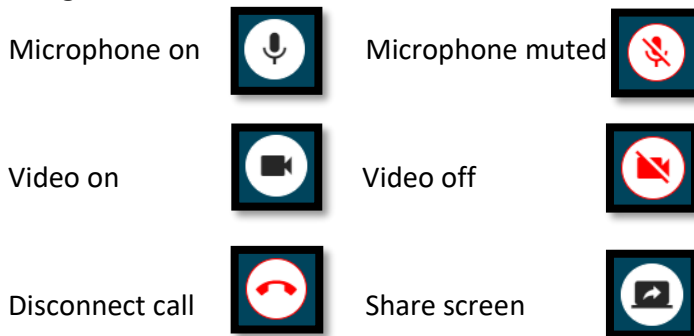
7. Sending a message

If you have questions you would like to ask, send a message to your doctor for discussion during your appointment

Select *Send message* then begin to type. To send, select the arrow at the end



8. During the consultation



9. Ending the appointment:

When the appointment has finished, select *disconnect call* (red button below)



A survey may appear, if so, we welcome and encourage any feedback you provide

If you experience any difficulties with your connection, please call
Telehealth Support: 4985 5400, option 2