

User guide for patient and carers

Mobile devices supported include iPhone 7's and later, iPads using iOS 11 or later and using Safari version 11.1 or later and Android devices running Android 7.0 or later and using Google Chrome. Please test your internet speed at www.speedtest.net If the device is not suitable or internet speed is less than 1Mbps, please call the organising clinic to discuss other options.

1. Access myVirtualCare:

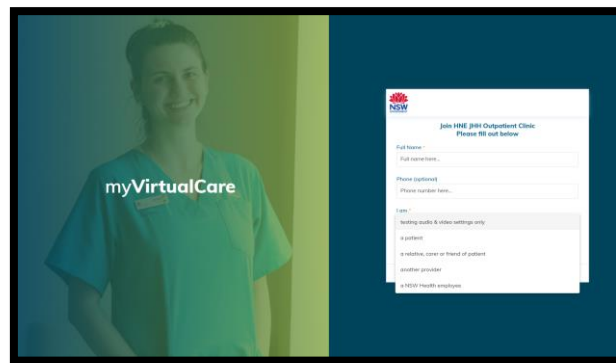
You will be provided a link to access myVirtualCare and your required waiting room in your appointment confirmation (via email, text or mail)

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

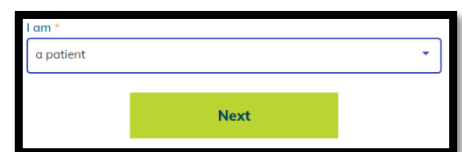
Select the link or copy the link into your web browser. **Note, not compatible with Internet Explorer**

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



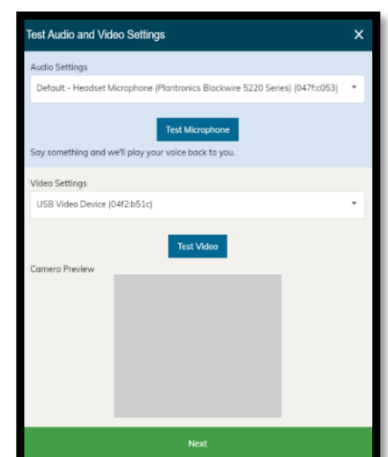
Select *Next*



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*

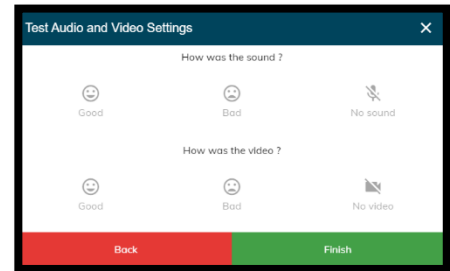


4. Rate your audio and video quality:


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

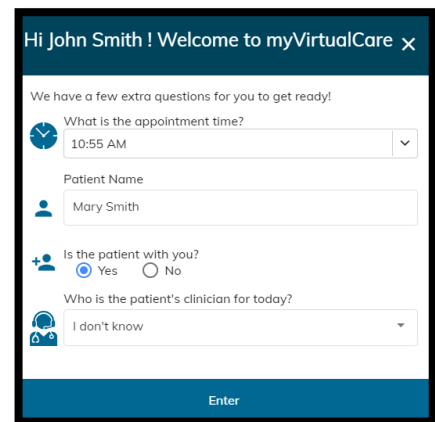
Select *finish* once you have provided a rating

This will provide essential information for your clinician



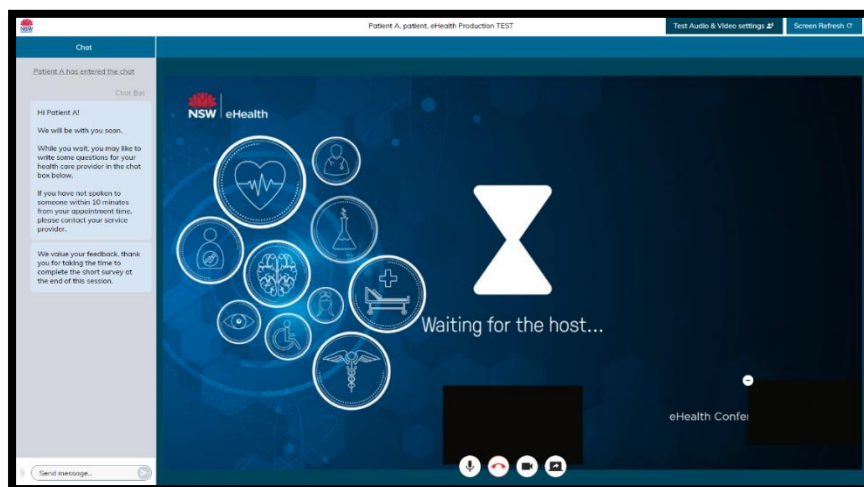
5. Enter your appointment details:

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



6. Waiting for your clinician to join the appointment:

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

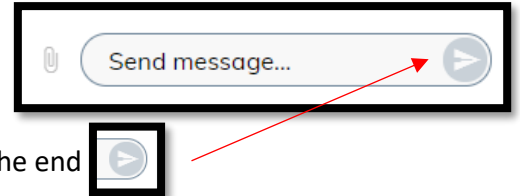


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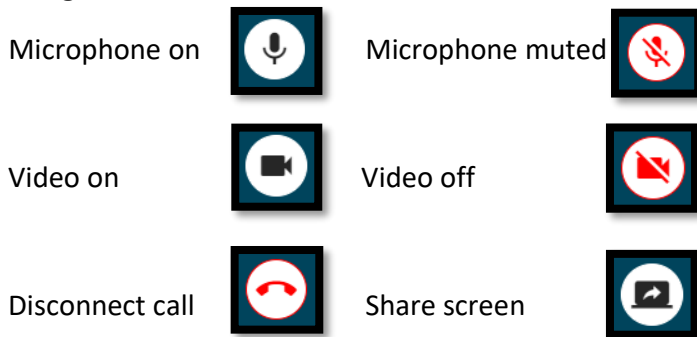
7. Sending a message

If you have questions you would like to ask, send a message to your clinician 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

**Please call Telehealth Support for assistance or a practice session on
4985 5400, Monday–Friday 8:00am–4:30pm**

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Tips & Etiquette

- For the best experience, we recommend using computer, laptop or tablet.



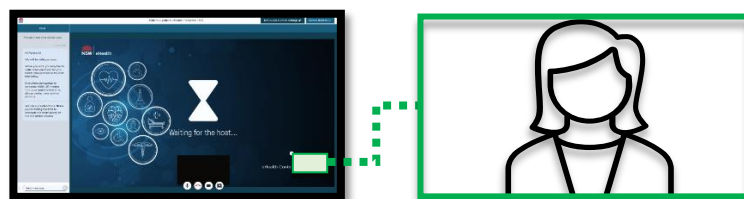
- Please find a quiet and private space for your appointment.
 - Consider using headphones / earphones if there are other people in your space.



- If using smartphone or tablet, turn device on its side (landscape)
 - To find rotation options on device, swipe down from top of screen on Android, or down from top right of screen on iPhone/iPad.



- Ensure you are in the middle your picture. There is a “self-view” bottom right of myVirtualCare.



- When testing audio, echo or feedback is normal, this should not affect your appointment.
- Staff see when you enter the online waiting room, the system automatically disconnects after one hour.
- Get in touch if you would like to include a support person (carer, family member, or GP) who is not physically with you.
- For your video appointment to proceed, the clinician needs to be able to see and hear you.
 - If there are technical issues, you may be contacted by telephone.