

User guide for other providers

1. Access myVirtualCare:

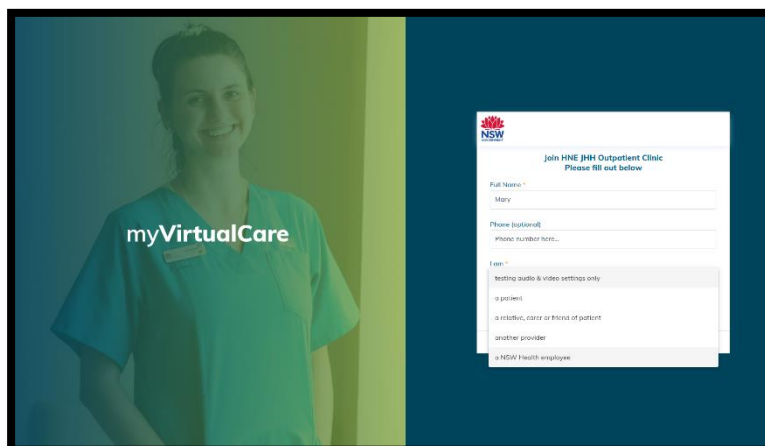
You will be provided a link to access myVirtualCare and your required waiting room in your appointment confirmation (via email, text or mail)

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 NSW Health Employee or Another Provider** by using the drop down list

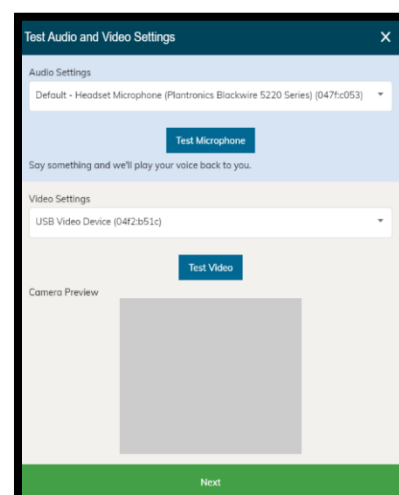


Select *Next*

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*

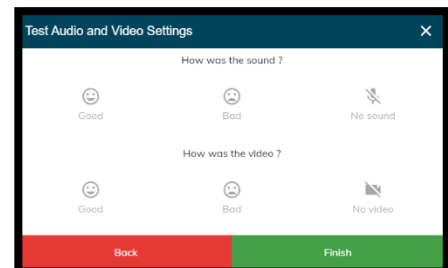


4. Rate your audio and video quality:


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

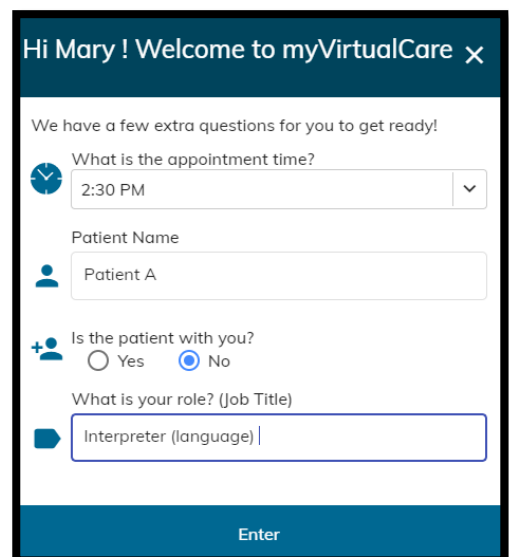
Select *finish* once you have provided a rating

This will provide essential information for your doctor



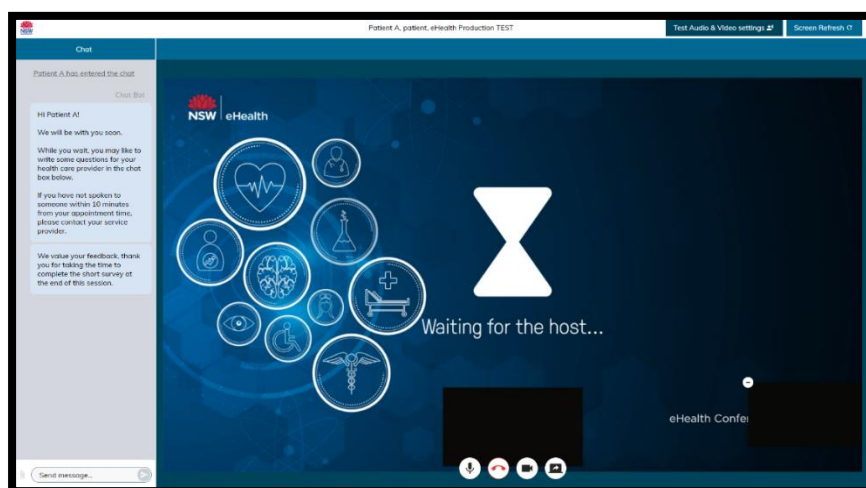
5. Enter your appointment details:

- Enter your appointment time, select 
- Enter the patients name
- Indicate the patient is **not** with you
- Enter role as **interpreter (language you are interpreting)**



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

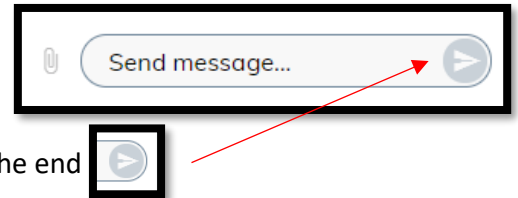


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7. Sending a message

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

Microphone on



Microphone muted



Video on



Video off



Disconnect call



Share screen



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