

## User guide for other providers

### 1. Access myVirtualCare:

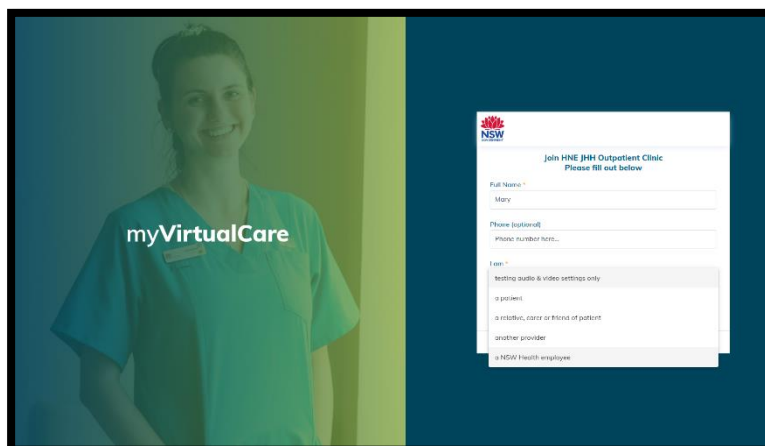
**You will be provided a link to access myVirtualCare and your required waiting room in your appointment confirmation (via email, text or mail)**

This link can also be found on the internet – [https://www.hnehealth.nsw.gov.au/our\\_services2/telehealth](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 **Another Provider** by using the drop-down list

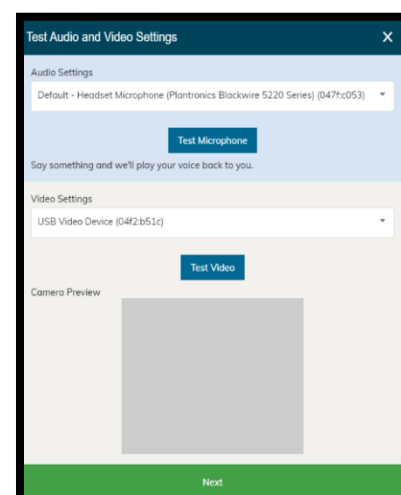


Select *Next*

### 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*

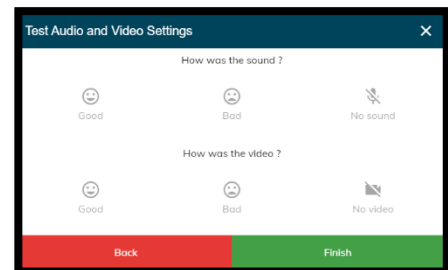


### 4. Rate your audio and video quality:

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

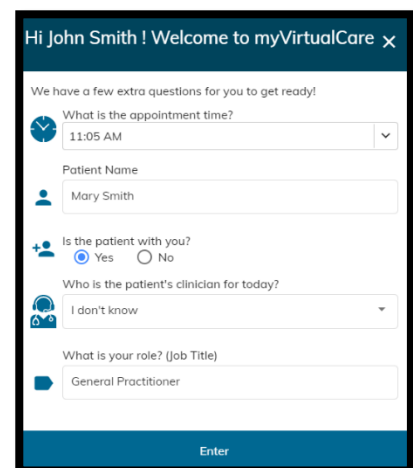
Select *finish* once you have provided a rating

This will provide essential information for your doctor



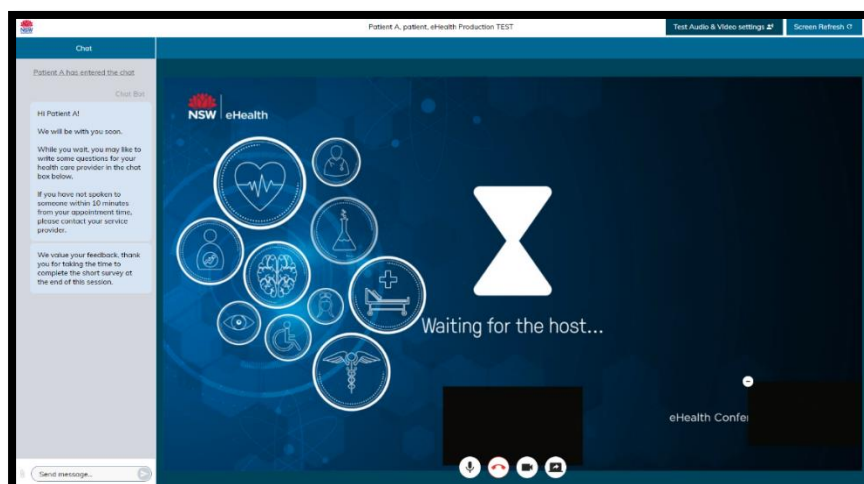
### 5. Enter your appointment details:

- Enter your appointment time, select
- Enter the patient's name
- Indicate whether the patient is with you or not
- Identify clinician for the day, *if unknown, select 'I don't know'*
- Enter role



### 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

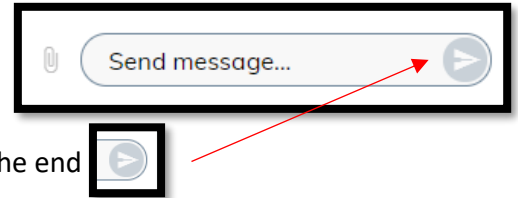


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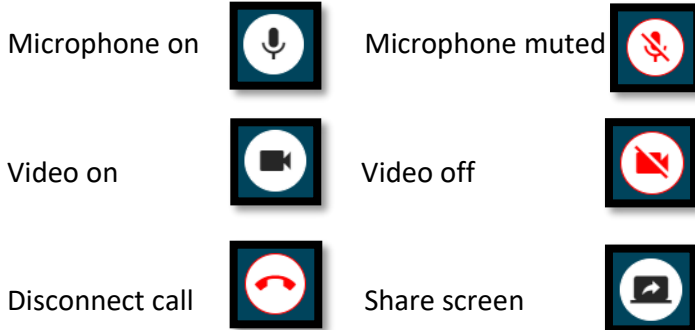
## 7. Sending a message

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**