



# Video Call

## Victorian Telehealth Workshop

healthdirect  
Australia



## Agenda

healthdirect  
Australia

Time	Item	Duration
10.00 am	Introductions	5 minutes
10.05 am	Progress checkpoint / quick run through of available resources / capturing common themes	20 minutes
10.25 am	Fill any knowledge gaps regarding the Healthdirect offering, including the video consulting resources available, the management platform and the video technology used	25 minutes
10.50 am	Morning tea	10 minutes
11.00 am	Video consulting access design and workflow planning discussion <ul style="list-style-type: none"> <li>Q&amp;A centred around real-world examples of planned end-to-end workflows, including project steps and requirements along the way, platform configuration options, and opportunities</li> <li>existing workflow and systems integration</li> </ul>	50 minutes
11. am	New organisations and new waiting area set up processes, roles and responsibilities (Governance, legal, access approvals, off-boarding etc.)	10 minutes
12.00 pm	Update: Video consulting using 'thin-clients' and virtual desktop environments such as Citrix	10 minutes
12.10 pm	Platform administration overview / Technical support overview	20 minutes

## Progress Checkpoint

HPO	Set Up (HDA)	Orientation (HDA)	Video Call Access Design Session (HDA)	Workflow & Systems Integration Plan	Preparation Checklist Completed	Set-up Checklist Completed	1st Consult	20th Consult
Alfred Health	●	●	●		●			
Austin Health	●	●	●	●				
Ballarat Health	●							
Barwon South West	●	●	●	●	●	●	●	●
Bendigo Health	●							
Eastern Health	●	●	●		●			
Mildura Base	●							
Monash Health	●	●	●	●	●			
Northeast Health	●							
Peter MacCallum	●	●	●	●				
Portland Health	●	●						
Royal Children's	●	●	●	●	●	●	●	●
Royal Melbourne	●	●	●	●	●			
The Royal Victorian Eye and Ear Hospital	●							

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## What is Video Call?

### Business-as-usual video call access to your health services

Video Call is a suite of services and web-based management platform that helps you offer consumers video call access to your services as part of day-to-day operations.

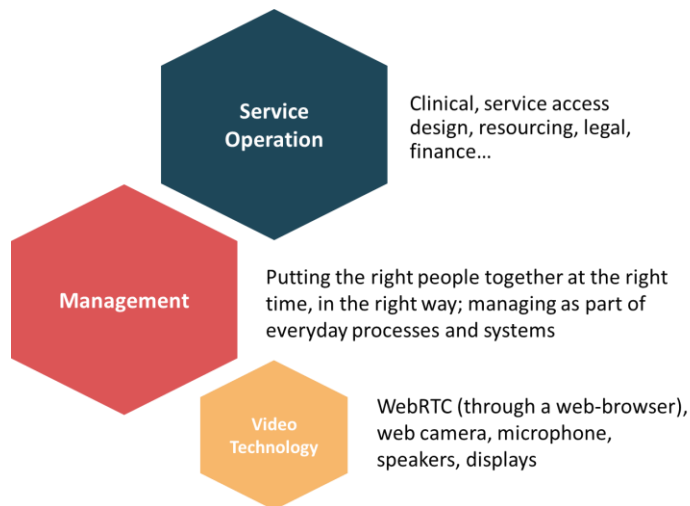
#### Key Points

- Video Call offering is purpose-built for health
- Collaboration focuses on overall outcomes, not just technology
- Emulates typical models of care (such as waiting areas or reception desks)
- Video simply replaces the transport element of your normal workflow
- Consultations are managed through a clinic's existing processes and systems, and run in alignment with other consultations
- Create a Video Call *Waiting Area entry button* with just a few clicks, then copy and paste the code into your website
- Health-grade privacy, security, and data protection provides protection and confidence for consumers and clinicians
- The technology used for the call itself (WebRTC) is a web standard



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## Video Call areas of focus



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## Video Call Resource Centre



<https://vcc.healthdirect.org.au/resourcecentre>

The screenshot shows the homepage of the Video Call Resource Centre. At the top, there is a navigation bar with 'Discover', 'Prepare', 'Setup', and 'Use'. The main heading is 'Video Call Resource Centre' with the subtitle 'Video consulting resources for health service providers and administrators'. A prominent button says 'Sign in to the Management Platform'. Below this is a search bar. Four circular icons represent the main sections: 'Discover' (magnifying glass), 'Prepare' (checkmark), 'Set up' (wrench), and 'Use' (play button). The bottom section is divided into 'About the Resource Centre' and 'How does it all fit together?' with a flowchart diagram.



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# Patient information leaflet



### Attending your appointment via a video call

**(demo) ACME Health service**

Where appropriate, you can have your consultation online via a video call. Video calling is as convenient as a phone call, with the added benefit of face-to-face communication. It can save you time and money, and bring your care closer to home.

**Where do I go to attend my appointment?**  
To attend your appointment, go to: <https://healthdirect.gov.au/home-health-demo>

Instead of travelling to your appointment, you enter the clinic's waiting area online. The health service is notified when you arrive, and your clinician will join you when ready. There is no need to create an account. No information you enter is stored.

**What do I need to make a video call?**

- ✓ A good connection to the internet. If you can watch a video online (e.g. YouTube) you can make a video call.
- ✓ A private, well-lit area where you will not be disturbed during the consultation.
- ✓ One of these:
  - Google Chrome web browser on a desktop or laptop (Windows or Mac), or an Android tablet or smartphone
  - An iPad or iPhone with the free HealthDirect Video Call app installed
  - Web-camera, speakers and microphone (already built into laptops or mobile devices)

See over for more information on how to make a video call.

### Get ready to make video calls

Desktop/laptop computer  
Android tablet/smartphone

Make sure that you can use the Google Chrome web browser.  
✓ (Computer users) Make a test call to check web camera, microphone and speakers some time before your appointment.

Apple iPhone or iPad

Make sure that you get the free HealthDirect Video Call app from the Apple App Store.

Go to <https://healthdirect.gov.au/acme-health-demo>

- On this webpage, click the Start video call button and follow instructions.
- Wait in your own private video room. **Must place video on mute. Please turn off video (adjust on screen)**
- Your healthcare provider sees you arrive in the waiting area screen.
- ...and joins you in your video room when they are ready.

**What do I do if something is not working?**

- Go to <https://www.healthdirect.gov.au/troubleshooting>
- Download the troubleshooting mini-poster from <https://www.resources.com.au/checklist>

**More information**  
Replace this text with contact details, or other information relevant to your service.



# Preparation Guide

<https://vcc.healthdirect.org.au/resourcecentre>



**Preparation Guide**  
Prepare your organisation to offer video consultations to patients using Video Call



## Video Calling Guide

<https://vcc.healthdirect.org.au/makingcalls>

Video Calling Guide

First steps   Setting up   Making a call   Troubleshooting

Video Calling Guide

Everything you need to make video calls with Healthdirect Video Call®

Search

First steps   Setup   Call   Troubleshoot

This guide is for people who...

- Ensure that network environments are Video Call-ready
- Set up video calling equipment
- Set up suitable locations for making video calls
- Make video calls
- Provide Video Call troubleshooting advice

Resources

Download PDFs of a printable book version of this guide, as well as a troubleshooting reference sheet:

Video Calling Guide   Troubleshooting Reference



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## Purpose of the Management Platform

### Consultations with patients

- One-on-one consultations (doctor (s) /patient).
- Group consultations (doctor/patient/patient relative/translator)



### Team-based conferencing

Consultations within an organisation (4-6 sites max)



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## Management Platform Structure

### How it all fits together



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## User Roles and Permissions

Each Role grants a particular set of permissions to a user. Users can have a number of roles in different entities (*Organisational Unit, Group, Waiting Area*).

Users with the role of *Administrator* can assign (and remove) roles and permissions for other users.

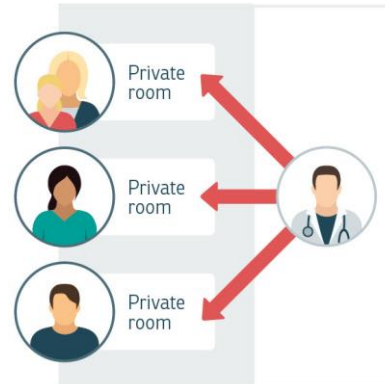


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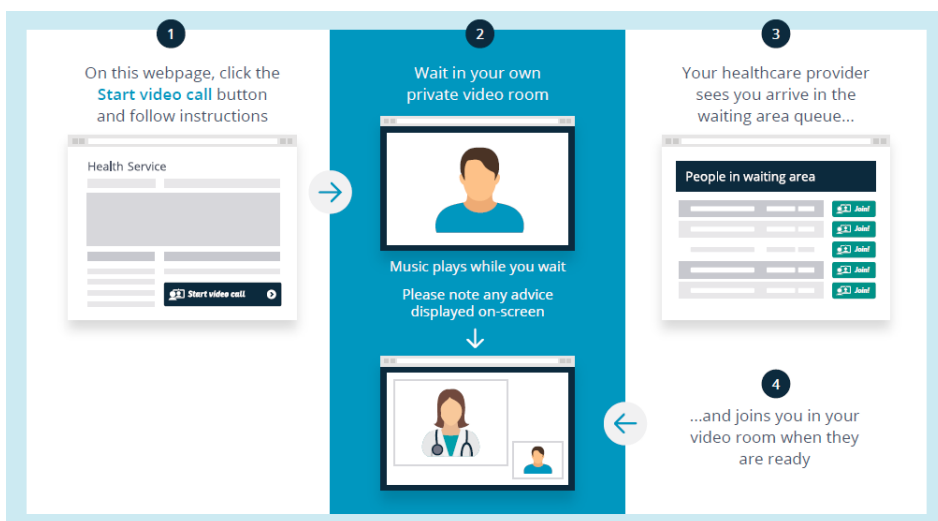
## Waiting Areas

Consumers enter a **Waiting Area** via a button on your website and wait in their own private video room until an authorised provider is ready to join them.

Providers are notified when a patient arrives, and can **Join** the patient's video room from their computer, tablet, or mobile device.



## How a patient enters a Waiting Area



## Why use Waiting Areas?



### Advantages of using Waiting Areas

#### Consumer Advantages

- Arriving via a branded health website gives consumers confidence in who they are seeing
- Each patient waits in their own private video room (that is deleted afterwards), so it doesn't matter if a provider is running late, as there is no chance of patients running into each other
- Patients can be seen by any service provider that is authorised to see the Waiting Area
- Consumers can be transferred from one service to another without them having to disconnect and make a separate call



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## Why use Waiting Areas?



### Advantages of using Waiting Areas

#### Provider Advantages

- Patients all enter Waiting Area the same way
- Clinicians go to one place to see all patients
- You don't have to send a different link for each appointment or clinician
- Familiar workflows and using existing systems reduces the need for training.
- Customisable workflows per service, alerts for clinicians, and messaging for consumers, transfer patients to a different service
- Consultations are managed through a clinic's existing processes and systems, and run in alignment with any other consultation.
- Patients and clinicians can be redirected to another website after call.
- Security and privacy for consumers and clinicians is optimised.
- Send an encrypted link via SMS or email for anyone to join the call. This may be a colleague, interpreter, or patient family member.



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## Meeting Rooms

**Meeting Rooms** are permanent, shared locations in which you can hold video meetings. They support business workflows (*meetings, or person-to-person*).

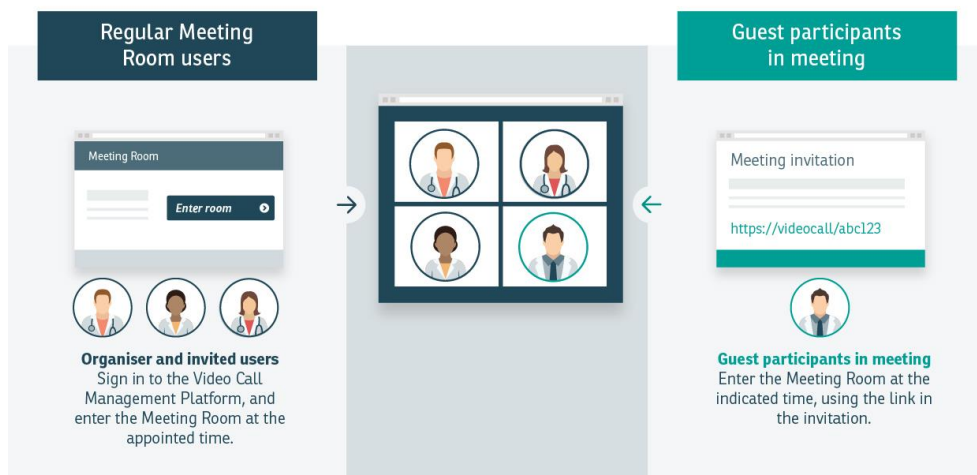
Meeting Rooms are associated with **Groups**. If you are a member of a Group, you can use any of that Group's Meeting Rooms.

Account holders enter accessible Meeting Rooms from their dashboard; guests enter a Meeting Room using a provided link.

**Note:** Guests can only visit the room to which they have been invited, and cannot remain unaccompanied in the Meeting Room for more than 10 minutes.


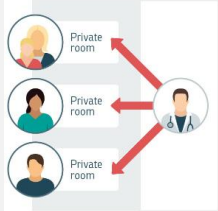


## How Meeting Rooms Work



## Waiting Area or Meeting Room?

When it comes to choosing a Waiting Area or a Meeting Room, think about what happens today. Video call simply replaces the travel component of your business-as-usual operations.

<p><b>Meeting Room</b></p> <p>If the person attending via video would normally travel straight to a physical meeting room, then use an on-line Meeting Room.</p>  <p><b>Participants:</b></p> <ul style="list-style-type: none"> <li>• Staff within your organisation, who hold meetings.</li> <li>• Clinicians and patients involved in a case conference.</li> </ul> <p>(Remember: A Meeting Room does not afford the same level of privacy for consumers as a Waiting Area, as other Group members may also have access.)</p>	<p><b>Waiting Area</b></p> <p>If the person attending via video would normally sit in a physical waiting area before being seen, then use an on-line Waiting Area.</p>  <p><b>Participants:</b></p> <ul style="list-style-type: none"> <li>• A patient who would usually travel to a physical location (such as a clinic reception).</li> <li>• A translator or support role, who would usually travel to a physical location to sit with a patient during their consultation.</li> </ul>
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## Add a Waiting Area to your website

Provide access on your website so people can easily locate the 'front door' to the Waiting Area.

Create a Video Call **Waiting Area entry button** with just a few clicks, then copy and paste the code into your website.

### Is your website HTTPS?

- **YES:** (Recommended) Embed the Waiting Area on your website by inserting the provided script into your website's HTML source. (Consumers stay on your website.)
- **NO:** Direct patients to the default Waiting Area web page link. (Consumers leave your website.)



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## Adding a Waiting Area to your website

### Site is HTTPS: Embed buttons on your website (recommended)

#### Advantages

- Brand continuity and consumer confidence.
- Users remain within your website; the video call setup sequence appears as an overlay on the web page and requires no navigation to return to your website after the call concludes.
- Waiting Area-specific buttons dynamically display the availability status of the Waiting Area, based on its hours of availability.



*Example: [www.pregnancybirthbaby.org.au](http://www.pregnancybirthbaby.org.au)*

#### Technical note

*This option requires an HTTPS secure web page*



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## Adding a Waiting Area to your website

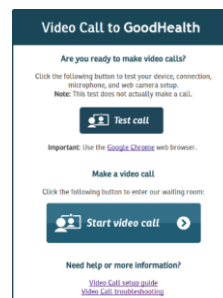
### Site NOT HTTPS: Provide a link to the default consumer entry page

Typically, this option is only recommended if the provider website's web address is not *https*.

Link from your website...



...opens the default entry page on the Healthdirect website.



*Each Organisational Unit or Waiting Area has its own default caller entry page.*



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## Ways to access Waiting Areas



### Configure consumer access to suit your workflows

There are three main options for configuring Waiting Area access.

You can use any of these methods in any combination depending on how you want to set up your Waiting Areas.

- **Option 1:** Use one button for each publicly-accessible Waiting Area
- **Option 2:** Use a button that provides access to all publicly-accessible Waiting Areas
- **Option 3:** Transfers patients into a non-public (hidden) Waiting Area



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## Consumer access to Waiting Areas



### Option 1: Use a Waiting Area-specific button on a service entry page

The Waiting Area entry button immediately directs consumers to a **specific** Waiting Area.



The Waiting Area entry button has several states visible to consumers:

	Displayed when the Waiting Area is available. (Default.)
	Displayed outside the set availability times defined for the Waiting Area.
	Displayed when access has been manually suspended.

#### Tip

You can use customised versions of the button states to match your website's theme, or use different wording. For example, you may want to display a number to call if video access is unavailable.



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Example - [www.pregnancybirthbaby.org.au/video-call](http://www.pregnancybirthbaby.org.au/video-call)

## Consumer access to Waiting Areas

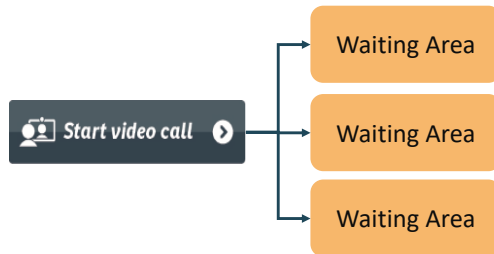


### Option 2: Use the Organisational Unit entry button

Consumers are presented with a list of applicable Waiting Areas to choose from.

#### Example:

Clicking *Start video call*, displays a drop-down list of **all** Waiting Areas under that Organisational Unit.



**Note:** You can customise the **Start video call** button to match your website's theme, or use different wording.

Example: <https://bswtelehealth.org.au/index.php/start-a-video-call#barwon-health>



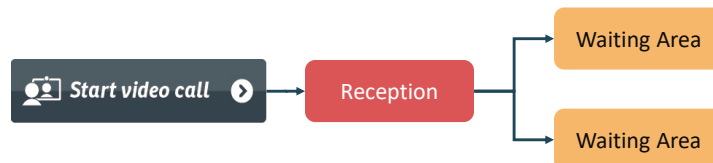
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## Consumer access to Waiting Areas



### Option 3: Transfer consumers into a non-public (hidden) Waiting Area

Waiting Areas can be 'hidden' from external consumers. That is, the Waiting Areas will not appear in the drop-down list on the Organisational Unit entry page.



#### Why would I do this?

You may not want consumers to have direct access to Waiting Areas for administrative or logistical reasons. For example, you may have set up a Waiting Area as a 'Reception' (front desk) that consumers can access themselves, before being transferred to private Waiting Areas for specific departments or clinicians.

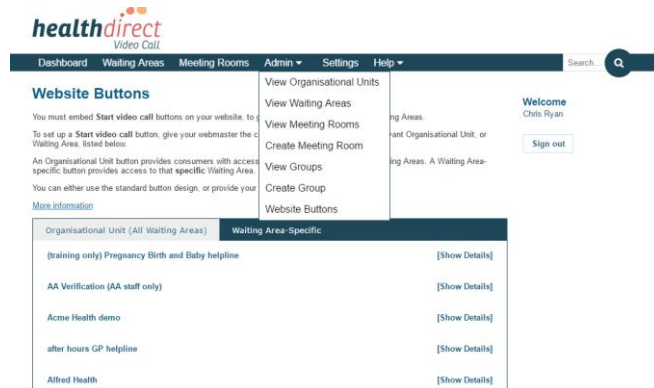
The only way a consumer can access a hidden Waiting Area is to be transferred from an existing Waiting Area by an authorised staff member.



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## The Waiting Area entry button settings

- Embed code
- Change button graphic



The screenshot shows the 'healthdirect Video Call' Admin interface. The 'Website Buttons' section is active, displaying instructions on how to embed video call buttons on a website. Below the instructions, there are two tabs: 'Organisational Unit (All Waiting Areas)' and 'Waiting Area-Specific'. The 'Waiting Area-Specific' tab is selected, showing a list of buttons with their respective details links.

Organisational Unit (All Waiting Areas)	Waiting Area-Specific
(training only) Pregnancy Birth and Baby helpline	[Show Details]
AA Verification (AA staff only)	[Show Details]
Acme Health demo	[Show Details]
after hours GP helpline	[Show Details]
Alfred Health	[Show Details]



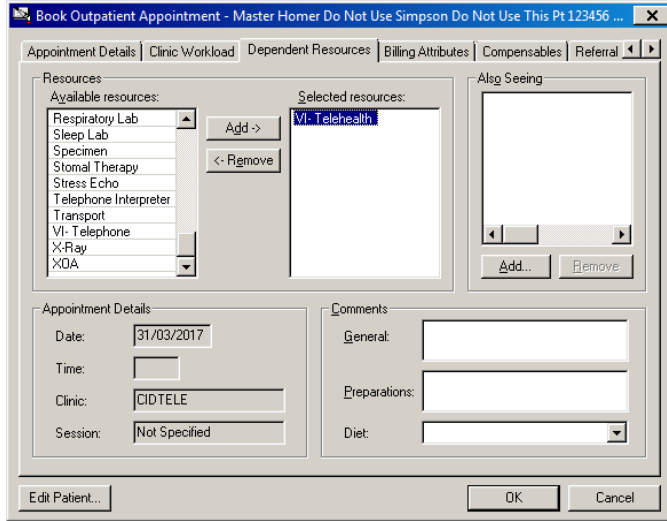
## Video consulting access design and workflow planning discussion

### Video is simply another way that patients 'arrive'

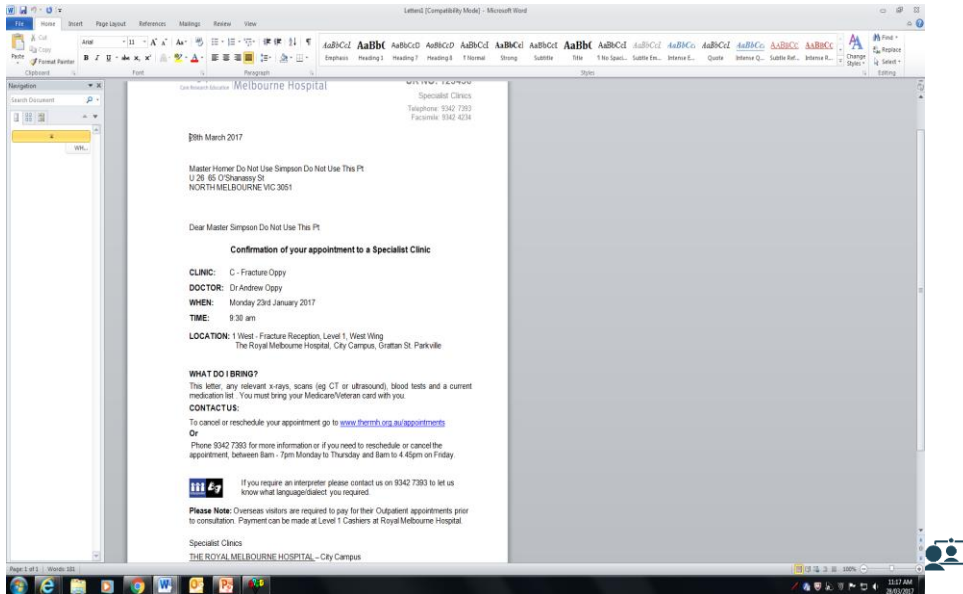
- In many cases, a video call is just another access option to an existing service.
- People arrive via your website instead of walking through the front door.
- Clinicians find patients in an online waiting area instead of a physical one.
- Avoid duplicating processes for physical and video attendance wherever possible.
- Video consultations should be requested, scheduled, booked, accounted for, and recorded through existing processes and systems, and run in alignment with any other consultation.



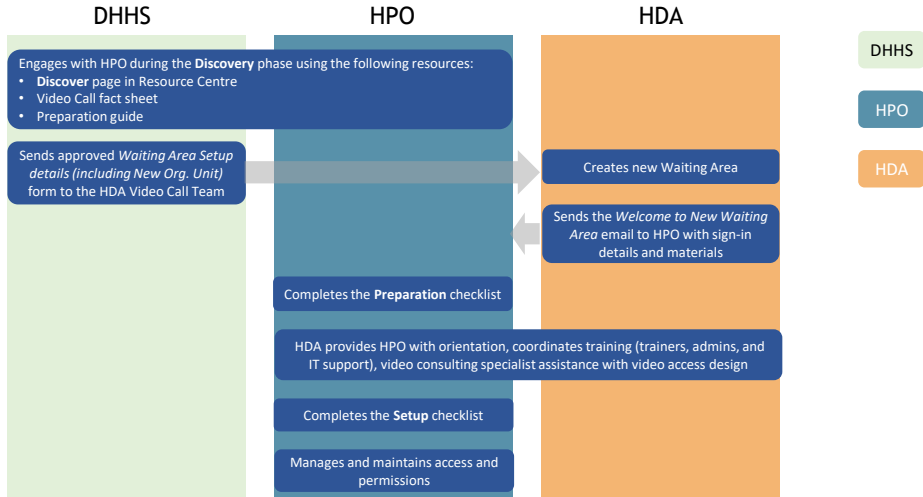
# Dependent Resources



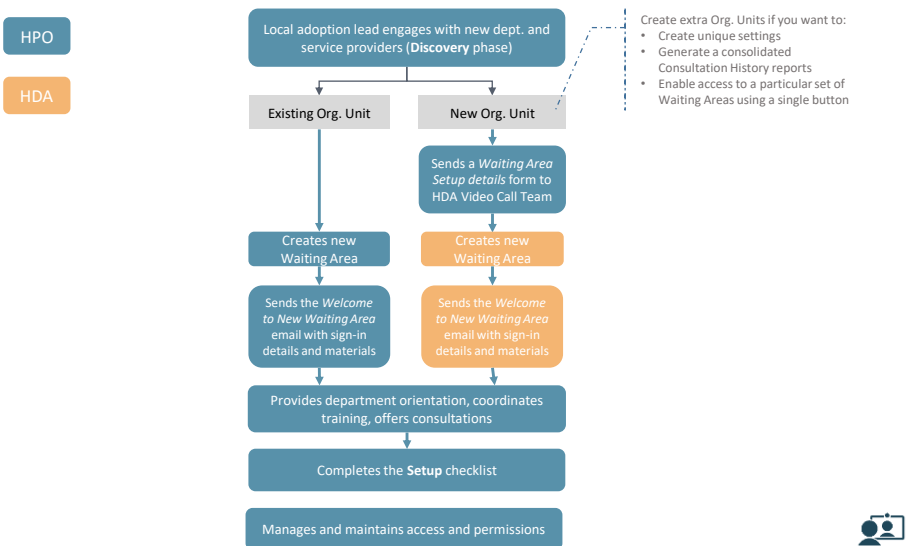
# Appointment Confirmation



## Governance – new Health care provider organisations (HPO)



## Governance – existing HPO's





# How is Support Provided?



## Level 1 Departmental or clinic administrators and advanced users

Acts as first point of contact for all Video Call support requests or incidents.	Resolves through training or escalates to Health service IT support team if identified issue with Local IT environment or Video Call.	Provides feedback to reduce incidents
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## Level 2 Health service provider's IT or telehealth support team

Owns Video Call incidents that Admins or advanced users cannot resolve	Resolves IT environment issues; escalates Video Call issues to Healthdirect's support centre*	Logs escalated incidents with Healthdirect	Provides feedback to reduce incidents
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## Level 3 Healthdirect's support centre (Primary Support Contacts only)\*

Owns Video Call incidents that Health Service IT support cannot resolve	Manages Video Call service ticketing system	Single point of contact for Health service IT support team requests	Identifies and classifies type/severity of incidents
Prioritises incidents	Assigns incidents for resolution based on classification rules	Records all incident reports	Closes incidents
Performs post-resolution customer review	Prepares resolved/unresolved reports	Escalates third-party infrastructure/software incidents	



# Call troubleshooting: Quick Reference



## Meet minimum specs?

One of the following:

**Windows PC** with i5 processor and 3GB of RAM (Windows 7 or later)

**Apple Mac** with i5 processor and 3GB of RAM (OS X 10.5 or later)

**Android-based smartphone or tablet** (Android 4.3 or later)

**iPhone or iPad** with the Video Call app installed (iOS 9 or later)

More: [vccresources.com.au/requirements](http://vccresources.com.au/requirements)

## Can't hear others?

**Speakers/headset:**

Volume at audible level?

(If external) Plugged in securely?

(If powered) Switched on?

Being used by the computer?

*Check computer's audio settings.*

Hearing an echo?

*Check computer's audio settings.*

More: [vccresources.com.au/speaker](http://vccresources.com.au/speaker)

## Using latest Google Chrome?

Check version at [www.whatbrowser.org](http://www.whatbrowser.org)

Update browser from <chrome://help>

Download new at [www.google.com/chrome](http://www.google.com/chrome)

## Others can't hear you?

**Microphone:**

(If external) Plugged in securely?

Being used by the computer?

*Check computer's audio settings.*

Chrome using the correct microphone?

*Click camera icon in Call Screen's address bar; check access and selected microphone.*

Muted?

*Either Call Screen, or device's audio.*

Other software using the microphone?

(Example: Skype also running)

*May require computer reboot.*

More: [vccresources.com.au/mic](http://vccresources.com.au/mic)

Guides & further troubleshooting

[vccresources.com.au/setup](http://vccresources.com.au/setup) | [vccresources.com.au/chrome](http://vccresources.com.au/chrome) | [vccresources.com.au/troubleshooting](http://vccresources.com.au/troubleshooting)

Remember: Many call issues can be resolved by clicking

Refresh

## Can't see?

**Web camera:**

(If external) Plugged in securely?

Chrome using the correct camera?

*Click camera icon in Call Screen's address bar; check access and selected camera.*

Other software using the camera?

(Example: Skype also running)

*May require computer reboot.*

Firewall settings allow video stream?

*Ask whomever looks after your firewall for help.*

More: [vccresources.com.au/camera](http://vccresources.com.au/camera)

## Bad video/audio quality?

Connection to Internet okay?

*Check speed and latency at [www.speedtest.net](http://www.speedtest.net)*

Others on the network using lots of bandwidth?

(Example: Watching Netflix or YouTube)

Modem/router working properly?

*(Wireless network) Get closer to access point.*



## Video consulting using 'thin-clients' and virtual desktop



- Use of 'thin-client' hardware (typically deployed when using Citrix virtual desktop) presents issues for high fidelity video consulting due to the lack of processing power at the endpoints, and typical in-built camera specifications.
- Healthdirect working with hospital IT departments that use thin-clients.
- Working party proposed to provide advice and options

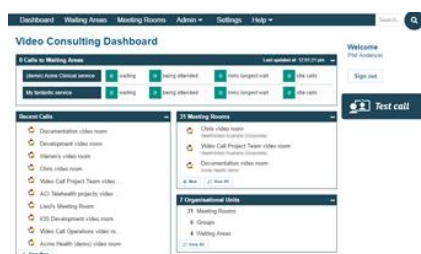


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## Administering the platform



- Add people to a Waiting Area or a Group
- Configuring Org. Units, Waiting Areas, Groups and Meeting Rooms
- Add a new Waiting Area, Group or Meeting Room
- Download consultation reports
- Suspend video call access



## Technical Training



- How is Video Call technically different?
- Privacy and security
- Incident management
- Troubleshooting
- WebRTC – Web Real Time Communications
- Network access
- Call quality versus Bandwidth



## Contact information

**General enquires** (videocall@healthdirect.org.au)

Liesl Carvalho 02 9263 9102

**Primary contacts support** (business hours eastern time)

videocallsupport@healthdirect.org.au

Joel Conlon 02 9263 9041

**Primary contacts support** (after hours)

02 9263 9050 | 0428 939 331

