

Part of **Alfred**Health

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# On the day



the**Alfred**

## Preparation

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### Ongoing unit responsibilities

- Flag to clinicians:
  - which appointments are booked as telehealth consultations
  - whether the appointment is supported (e.g. by GP)
  - whether an interpreter is involved and how they will arrive
- Check in patients – as part of normal clinic process

**Hint: Mobile or desktop notifications can be set to alert staff (such as clinic nurse, reception staff) that the patient has arrived and is ready to be checked in**

## Logging in – Alfred Health staff

The telehealth platform is web browser based and requires users to sign in.

1. Double check that you are using Google Chrome web browser



2. Enter your Health Direct email address and password



### Sign in to Healthdirect Australia Video Call

  
  
[Forgot your password? Reset it now.](#)  
 Keep me signed in on this device

**Access this log-in screen by either:**

- **Going to the Alfred telehealth website:**  
**[alfredhealth.org.au/telehealth](https://alfredhealth.org.au/telehealth)**
- **Or clicking the Health Direct shortcut on your desktop**



# You can find the log-in link on the Alfred Health telehealth website: [alfredhealth.org.au/telehealth](http://alfredhealth.org.au/telehealth)

The screenshot shows the Alfred Health website's telehealth page. At the top, there is a navigation bar with links for Contact, About, Find a doctor, Careers, and For staff. Below this is the Alfred Health logo and a search bar. A secondary navigation bar includes links for Our hospitals, Patients, families & friends, Services & clinics (highlighted), Research, Health professionals, News, and Events. The main content area features a breadcrumb trail: Home > Services & clinics. The title 'Telehealth' is followed by a paragraph explaining that telehealth appointments are now offered in certain outpatient clinics. Below this, a sub-section titled 'A telehealth consultation is as convenient as a phone call...' lists several benefits. At the bottom of the page, there are two buttons: 'Start video call' and 'Test call'. A red circle highlights a 'Alfred Health staff login' box on the right side of the page, which contains the text 'Alfred Health staff can log in here to start a consultation.' and a red link 'Log in to telehealth >'. A red arrow points from the text 'The staff log-in is here' at the bottom of the image to this link.

Contact About Find a doctor Careers For staff

AlfredHealth

Search Donate

Our hospitals Patients, families & friends **Services & clinics** Research Health professionals News Events

Home > Services & clinics

## Telehealth

Telehealth appointments are now being offered in certain Alfred Health outpatient clinics. This means you could attend your next appointment via web-based telehealth technology.

A telehealth consultation is as convenient as a phone call, with the added value of face-to-face communication.

You can see, hear, and speak with your Alfred Health specialist, almost as though you were there in person:

- You don't have to travel to Alfred Health for a medical consultation
- You can telehealth from any laptop, desktop computer, tablet, or smartphone
- It saves you travel time and expense by bringing your care to you
- Your own GP or local health professional can provide additional support

[Start video call](#)

[Test call](#)

**Alfred Health staff login**

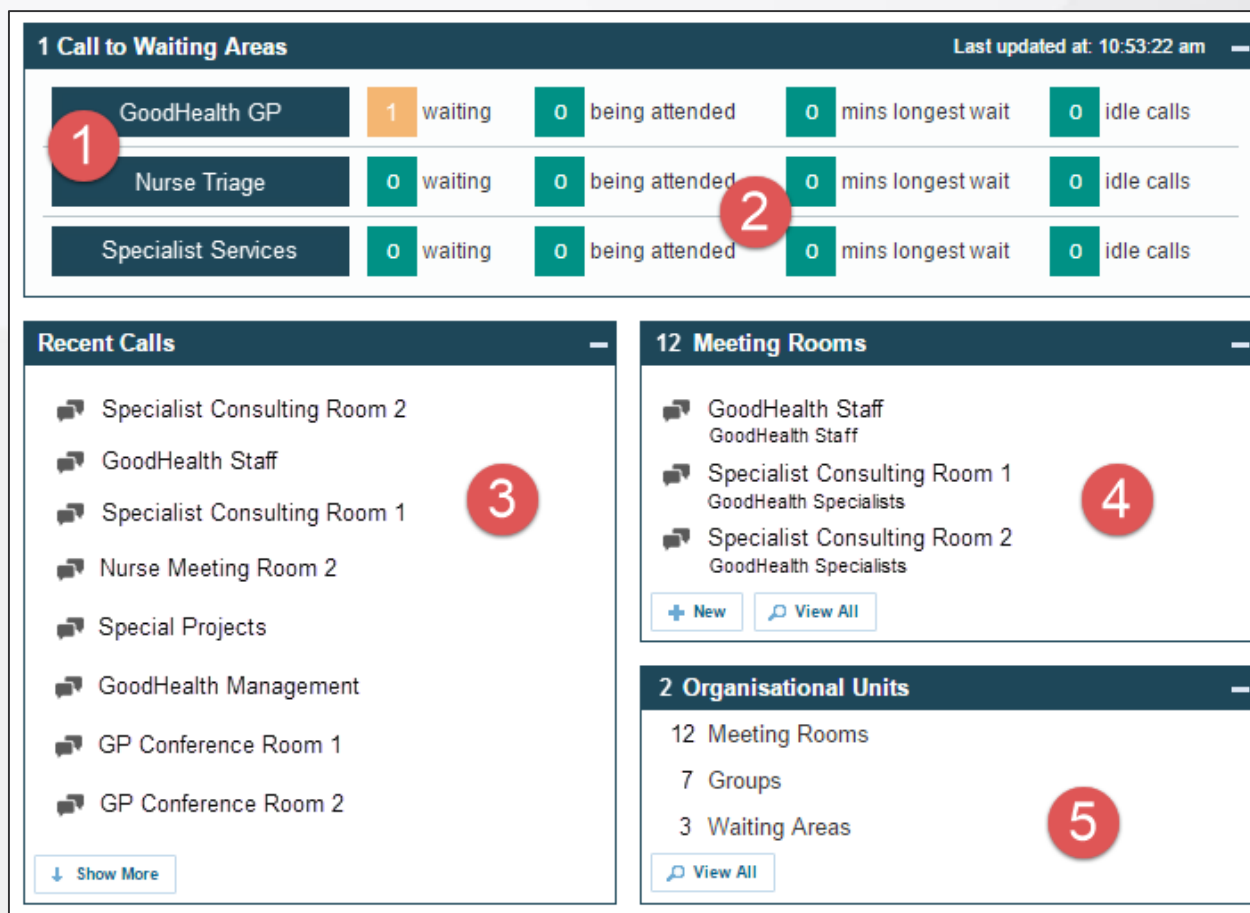
Alfred Health staff can log in here to start a consultation.

[Log in to telehealth >](#)

The staff log-in is here

## Video Call Dashboard

The dashboard provides a high-level overview of all of the areas of the Video Call Management Platform.



Near real-time summary of call activity within each of your Waiting Areas

- 1: Waiting Areas
- 2: Call queue status
- 3: Recent Calls
- 4: Meeting Rooms
- 5: Organisational Units

## Go to your telehealth clinic

1. In the dashboard's Calls to Waiting Areas widget, click anywhere in the relevant Waiting Area's row

**1 Call to Waiting Areas** Last updated at: 10:53:22 am

Waiting Area	waiting	being attended	mins longest wait	idle calls
GoodHealth GP	1	0	0	0
Nurse Triage	0	0	0	0
Specialist Services	0	0	0	0

Click anywhere in the row

1. The People in Waiting Areas page opens.

GoodHealth General

**People in Waiting Areas** Last updated at: 04:25:17 pm

Refresh

Send alerts to:  Save

View:  All Calls  Calls I can join

Status	Started	Name of Caller	Waiting Area	Joined	Participants
Waiting 0 min	4:25 PM	Jean Citizen	GoodHealth GP	4:25 PM	1

- 1: View filter
- 2: Sortable headings
- 3: Caller status indicator
- 4: Caller information
- 5: Text alerts
- 6: Refresh button

## Start the telehealth consultation

Select the patient you want and click the **join!** button.

The screenshot shows the GoodHealth General interface. At the top, there is a 'Refresh' button and a 'Send alerts to' section with a 'Mobile Number' input field and a 'Save' button. Below this is a table of calls. The first call is highlighted in orange and has a call entry selected. Below the table, there is a call details panel for 'Jean Citizen' with phone number '0400888888'. There are checkboxes for 'Video' and 'Sound', and a 'Join!' button. Annotations with callouts point to various elements: 'Click the call entry to display the details panel' points to the call entry in the table; 'Caller's contact details, provided when they entered the call' points to the caller's name and phone number; 'Click to display a list of the current call participants' points to the 'Participants (1)' dropdown; 'Click to display details of the call's progress' points to the 'History (1)' dropdown; 'Choose to enter the call with your camera and/or your microphone on or off' points to the 'Video' and 'Sound' checkboxes; and 'Click to join the caller in their video room' points to the 'Join!' button.

Status	Started	Name of Caller	Waiting Area	Joined	Participants
Waiting 0 min	4:25 PM	Jean Citizen	GoodHealth GP	4:25 PM	1

Call details for Jean Citizen (0400888888):

- Participants (1)
- History (1)
- Video:
- Sound:
- Join!

### Problems?

Only staff with authorised 'service provider' roles can join the call. This role is managed by your unit telehealth lead.

Note: If an interpreter or family member/carer is also waiting, you can follow the same steps to add them to the call (optional). Ezispeak interpreters will include 'ezispeak' in their name so you can easily identify them.

## During the consultation - tips

### Starting the call

- Introduce yourself to the patient and identify other people in the room.
- Confirm that the patient can see and hear adequately
- Have medical records on hand
- Pathology and prescriptions to be completed as normal

### For supported consultations

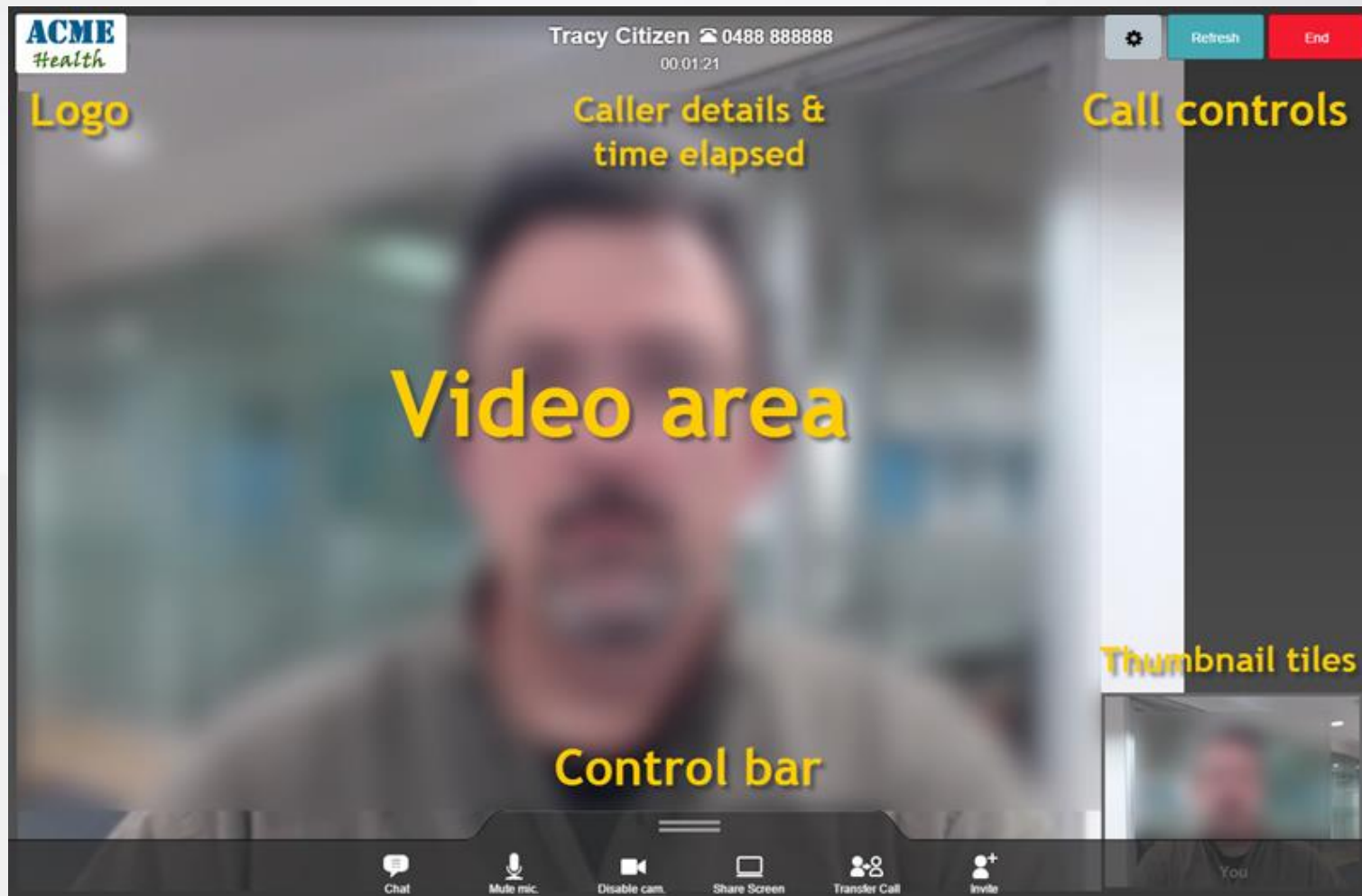
- Concurrent duty of care between Alfred Health clinician and local GP/clinician
- Provide a verbal summary to confirm any diagnosis (where appropriate)
- Agree a plan for ongoing management
- Documentation of any follow up action – for each party.

### Issues

- When video calls are unable to be completed due to technical issues, consultations may be completed via phone call or rescheduled



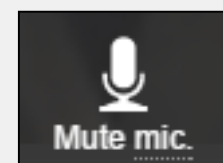
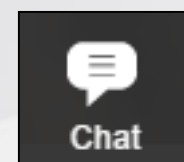
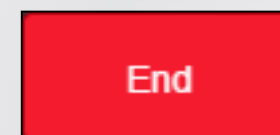
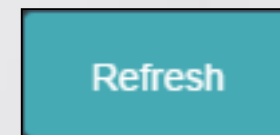
## Video Call screen (clinician view)



## Video call screen buttons

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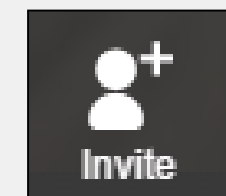
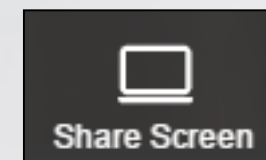
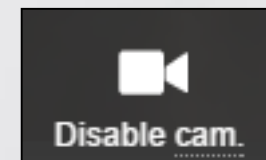
- **Refresh** - Click to refresh the call session, and re-establish connection with all callers
- **End** - Click to leave the call. Displays a confirmation panel that provides the option to disconnect all callers, or just yourself
- **Layout** (only visible when three or more participants join) - Click to display available layout options.
- **Chat** – use to send messages that all participants can see. This can be useful when communicating the names of medication, website addresses, or similar details
- **Mute Microphone** - click to mute your microphone. Click again, to unmute.



## Video call screen buttons

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- **Disable Camera** - Click to pause your video feed. While paused, other callers can hear you but will see a still image in place of your video. Click again to resume the video
- **Share Screen** - Click to display the Share your screen dialog. Choose a screen, and click Share. Click again to stop sharing
- **Transfer Call** - Click to transfer the call to another Waiting Area. Displays a list of the Waiting Areas to which you can transfer the call. Click the Waiting Area you require
- **Invite a guest** - Click to invite a guest to the video call. A dialog box text walks you through inviting someone to the call (e.g. input email or mobile number to send invite).



## Sharing your screen with a patient

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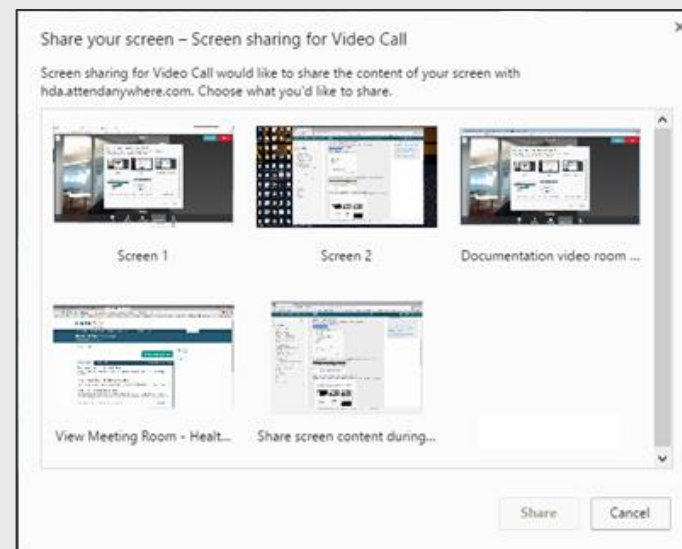
- You can share a single application window (e.g. Cerner), or your whole desktop – this means you and your patient can view and discuss the same thing (e.g. results)
- Your Call Screen will display a thumbnail tile of your shared screen in the bottom-right corner, above your video thumbnail tile.

1. From the Call Screen's control panel, click **Share Screen**.



*First time only: Install Screen-sharing browser extension. Your web browser will direct you through the installation process: follow the instructions.*

2. Choose which screen to share. The Call Screen displays your options.



3. Click **Share**.

## Documentation

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- Full clinical notes must be made to the same standard as a face-to-face consultation, using standard systems and processes

Also include notes regarding:

- All participants in the consultation, at both ends of the video
- Any technical issues experienced and their impact
- The plan of action and responsibilities for follow-up required (e.g. if shared consult with another specialist).