



Peninsula
Health



Peninsula Health

healthdirect Video Call Quick Reference Guide

3 September 2020

Telehealth Project Team

Contents

Background on Telehealth at Peninsula Health	3
What equipment do you need to make a video call?	4
Need to download Chrome	5
Choosing the right browser Outpatient Area 1	7
Set Chrome as your default browser	8
Bring Your Own Device (BYOD)	9
Connecting your own device to PH Wifi	10
Android Device.....	10
Apple Device	11
BYOD Laptop Devices only	13
Logging into Healthdirect Video Call for staff	14
Make a test call	14
Setting Up Your Profile	16
Video Call Roles and Permissions	17
Defining Waiting Area, Meeting Room and a User Room.....	18
Utilising Training Clinics	19
Managing your clinics	20
Clinic settings	21
Enabling Notifications	21
Information to provide to your patients	22
Link on Peninsula Health website	23
Clinic link not on the website?	24
Patient calling information sheet	25
Printed information for patients	26
Video Call: Troubleshooting for patients	27
How patients connect to Healthdirect Video Call.....	28
How to check if the Caller is your Patient before Answering the Call.....	30
Communicating with the Patient while they are in the Waiting Area Caller Queue.....	31

To answer the call.....	31
What do I do if I accidentally join the wrong patient call?	32
What if my patient has trouble connecting?	32
Video Call Consultation Screen	33
Troubleshooting: Issues during a video call	34
Your Connection Isn't Private Message	34
Issue during a video call when you cannot hear others or they are unable to hear you	35
You can hear an Echo.....	37
Others can't hear me	37
Selecting the correct microphone.....	38
Microphone tips.....	40
Advanced Audio Options – helpful for Speech Pathology.....	40
Transferring your call.....	41
Cold Transfer - Transferring a call without joining the call	41
Warm Transfer - Transferring a Caller while in the call.....	42
Leaving the call and ending the call	44
Case Conferences and Groups.....	45
Adding Multiple Calls	47
Minimising & maximizing a screen in MacOS.....	48
Participants Connection Information	49
CALD Resources	50
Interpreting Services.....	50
Booking an Interpreter.....	50
Connecting to the Interpreter.....	51
Virtual Visiting.....	53
Tips for working from home	55
For further assistance please contact one of the following:.....	56

Background on Telehealth at Peninsula Health

What is telehealth?

Telehealth is the use of information and communication technology to provide health care over a distance. Telehealth makes it easier for people who are unable to travel, or are in isolation, to have access to the opinion of a medical specialist.

The creation of new telehealth models that offer alternatives to face-to-face consultation will assist in preventing the spread of COVID-19 however, it is anticipated that they will become a permanent option for delivering care at Peninsula Health. The challenge of current work is to find balance between meeting immediate needs with the need to develop sustainable models that deliver safe, personal, effective & connected care. A governance group meets fortnightly to ensure initiatives are progressed rapidly while being mindful of long term sustainability.

The tool used to connect to consumers via video call is **healthdirect**.

What is healthdirect Video Call?

Healthdirect is a government-funded service that provides a range of online health services. They have been engaged to provide a video calling platform for Peninsula Health consumers and clinicians to hold consultations online in lieu of face-to-face appointments. Video calling is a useful option where telephone consultations are suboptimal.

Unlike traditional video conferencing, consumers do not need an account, special software or dial-in details r this reduces the need for extra resources or systems to support them to participate in video consulting

Telehealth Policy

The Peninsula Health [Telehealth Policy](#) is available on Prompt

What happens in the video call?

Healthcare professionals engage with the consumer in the same way they do normally, except they join consumers in the virtual clinic online rather than in the physical one. Clinic staff are notified when a consumer arrives in the online waiting area and staff can even transfer consumers to other specialists. It is important that the telehealth consultation occurs at the nominated appointment time to ensure the consumer experience is positive and clinic workflows are supported.

Following correct processes to record the consumer's attendance in the telehealth clinic and the outcomes of their care in the electronic medical record is vital. This ensures communication of clinical care and appropriate reporting and funding for the activity. Where possible telehealth process will be similar to current face-to-face processes – you still need to confirm the consumer's identity with 3 identifiers.

What is my role in telehealth?

COVID-19 has been the catalyst for creating and implementing new models of care. It has allowed teams at the front line of preventing the spread of COVID-10 to innovate. All staff - clinicians, admin & support staff - have an opportunity to shape new services.

Generally roles are the same, although some may have slightly different focus. For example, it is the clinician's role to identify consumers who could receive the same standard of care, or better, via telehealth rather than traditional face-to-face consultation. It is the role of other staff who may be nurses or clerical staff to ensure the consumer is aware of their telehealth appointment and is able to connect to the health service.

What equipment do you need to make a video call?

Computer users will need

- A **web camera** - built-in or attached using a USB port
- A **microphone** - usually built in to most laptops and external webcams
- **Speakers and headsets** - speakers are usually built into most laptops, but not necessarily into external webcams
- *(Recommended)* A **second monitor** - so that providers can display the video consultation on one monitor and patient information on the other

Watch video



Everyone will need

- A **reliable connection to the internet** - if you can watch a video online, you can make a video call
- A **private, well-lit area** - where you will not be disturbed during the consultation
- An **internet connection** - you need a minimum of 350Kbps bandwidth per video stream
Use [speedtest.net](https://www.speedtest.net) to make sure you have enough bandwidth

Get ready to make video calls

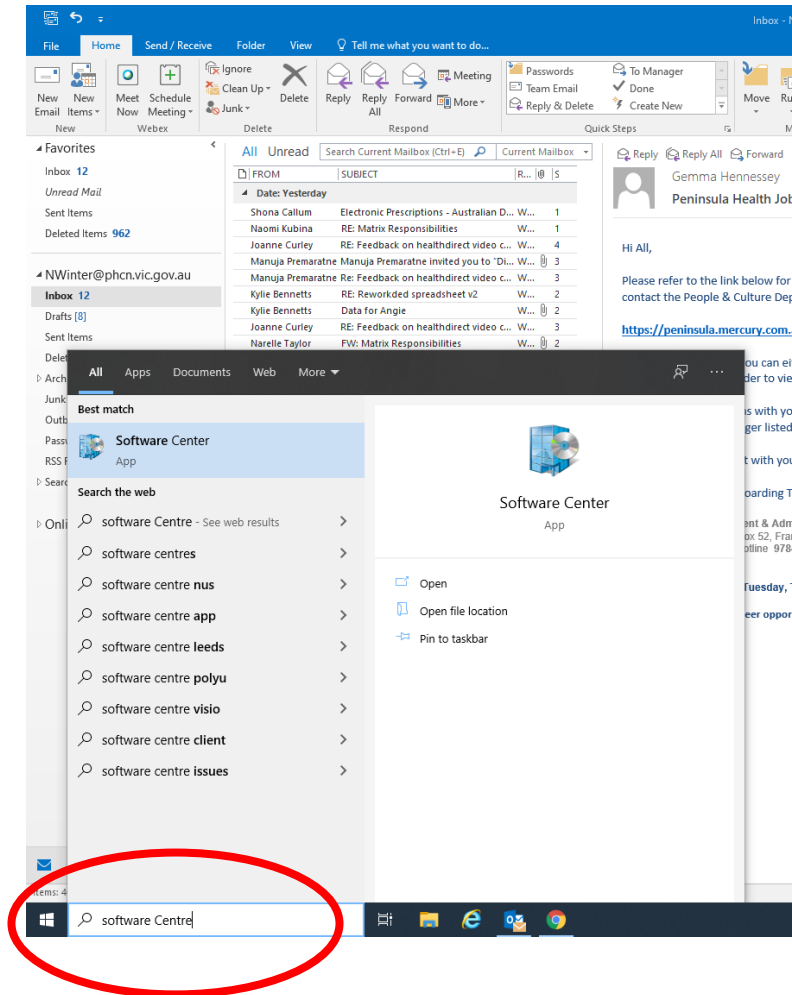


Make sure that you use one of the following web browsers:

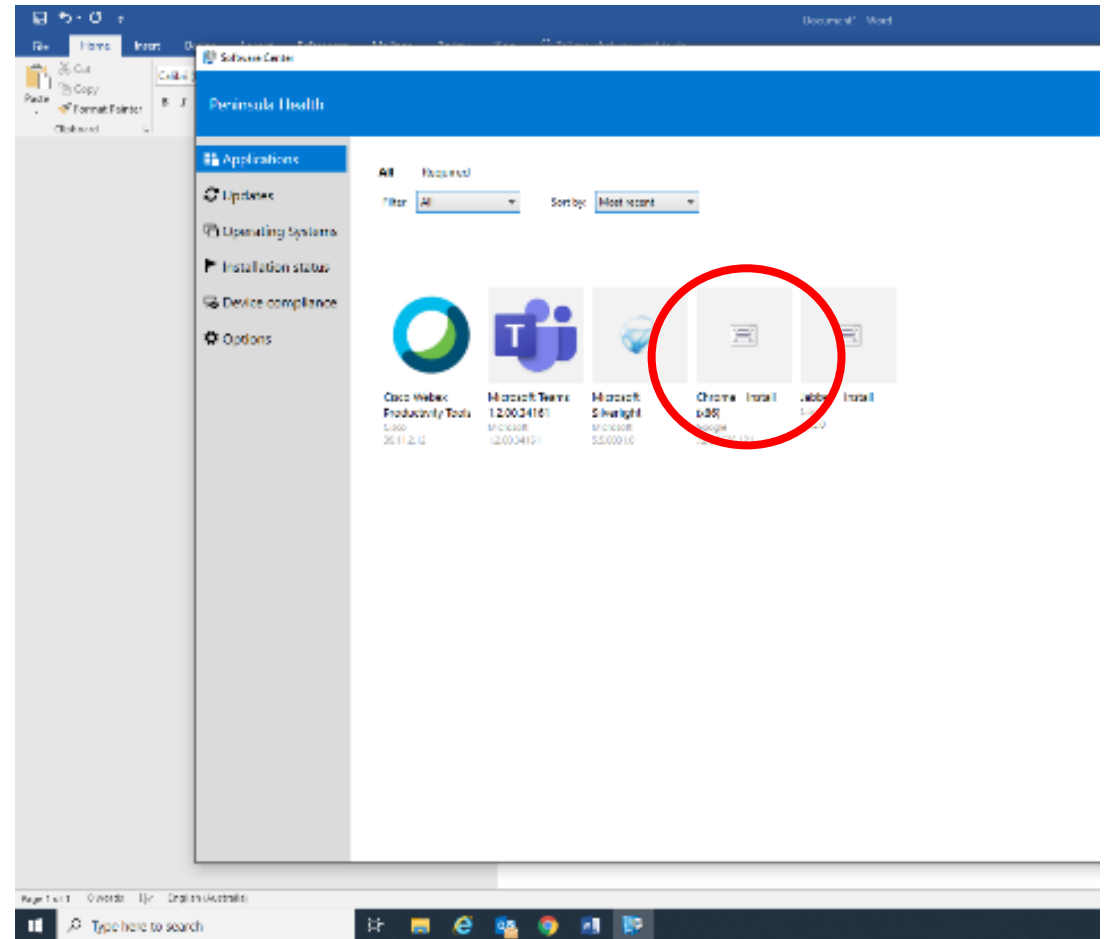
-  Google Chrome Version 72+ (Windows, Android, MacOS)
-  Apple Safari Version 12+ (MacOS, iOS)
-  Firefox Version 68+ (Windows, Android)
-  Microsoft Edge Version 79+ (Windows, MacOS)
Microsoft Edge Version 44+ (Android)

Need to download Chrome

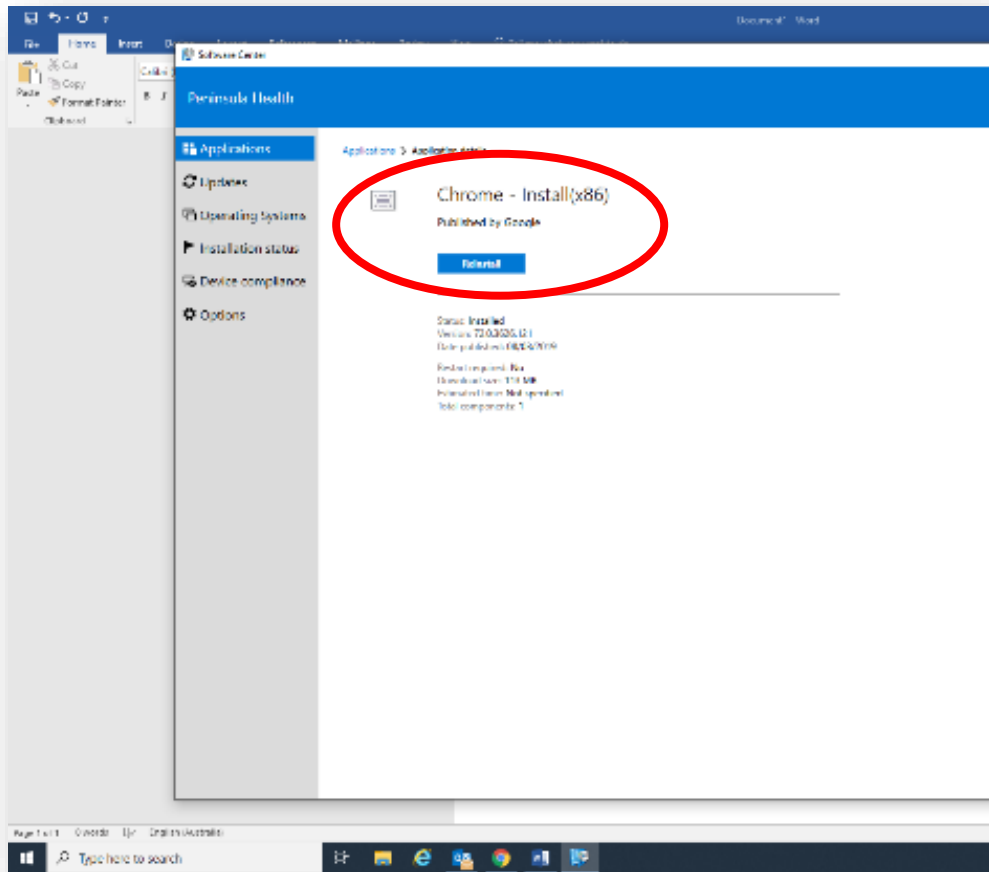
- 1 Go to the Software Centre using the search function on your desktop



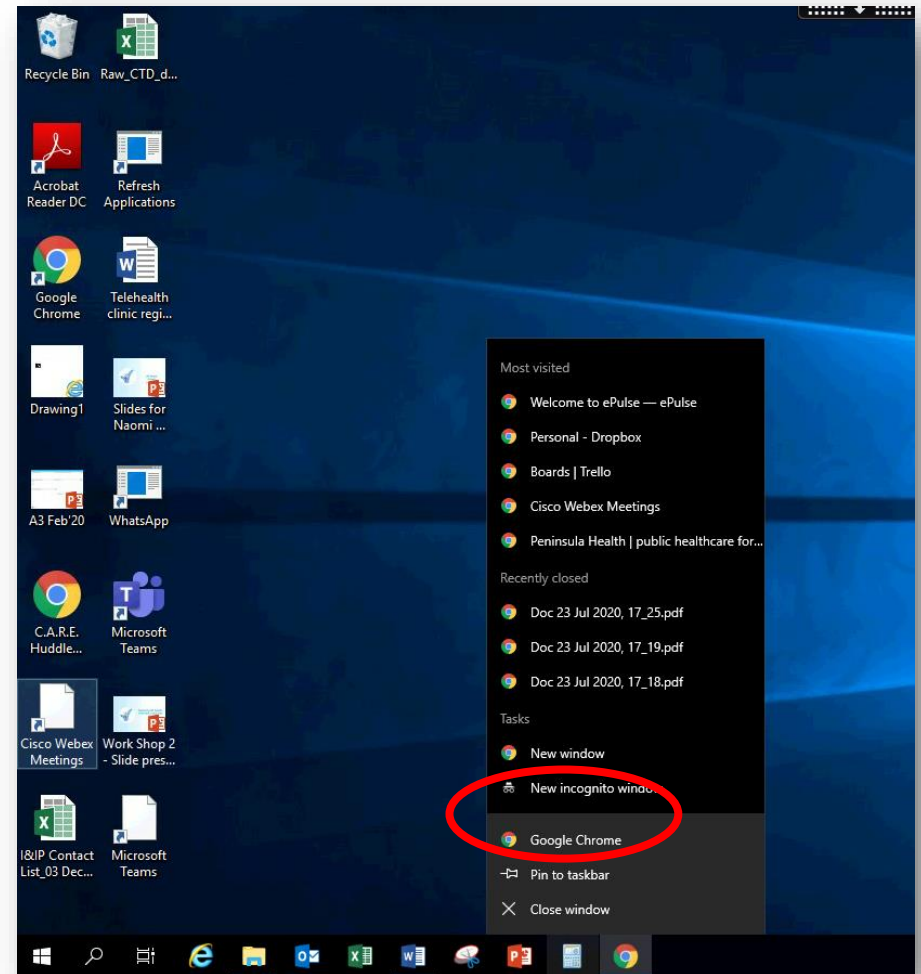
- 2 Click on Chrome to download
Note: In rare cases Chrome won't be available. If this is the case log a job with the IT Help desk to request it be installed.



- 3 Go to the Software Centre using the search function on your desktop

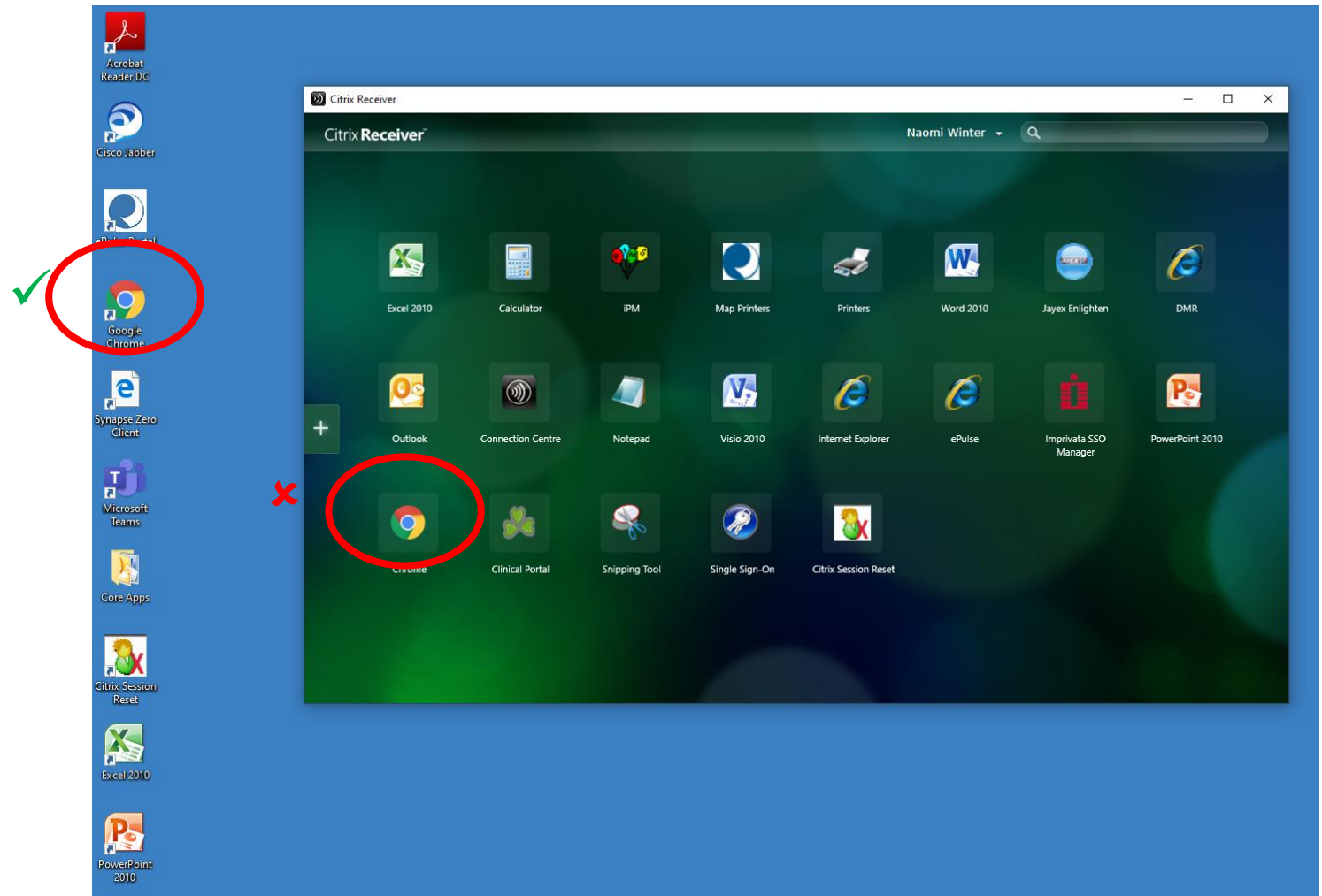


- 4 For convenience, pin *Chrome* to your taskbar. Hover over *Chrome* in the taskbar when it is open, right mouse click and choose Pin to taskbar. It will be available for future reference on this computer



Choosing the right browser Outpatient Area 1

Computers in Rooms 1 – 8 in Outpatient Area 1. are a hybrid computer. This means they run off both the Citrix portal and independently as a stand alone computer. Chrome is available via both platforms, however, you will not be able to access *healthdirect* on Chrome through the Citrix portal. It is important to ensure you open Chrome from the desktop, then log into *healthdirect*.

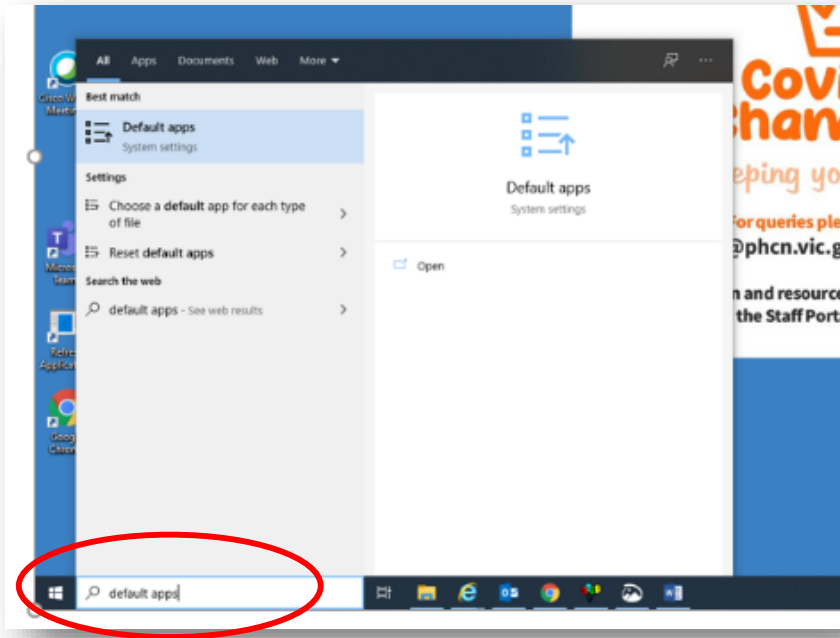




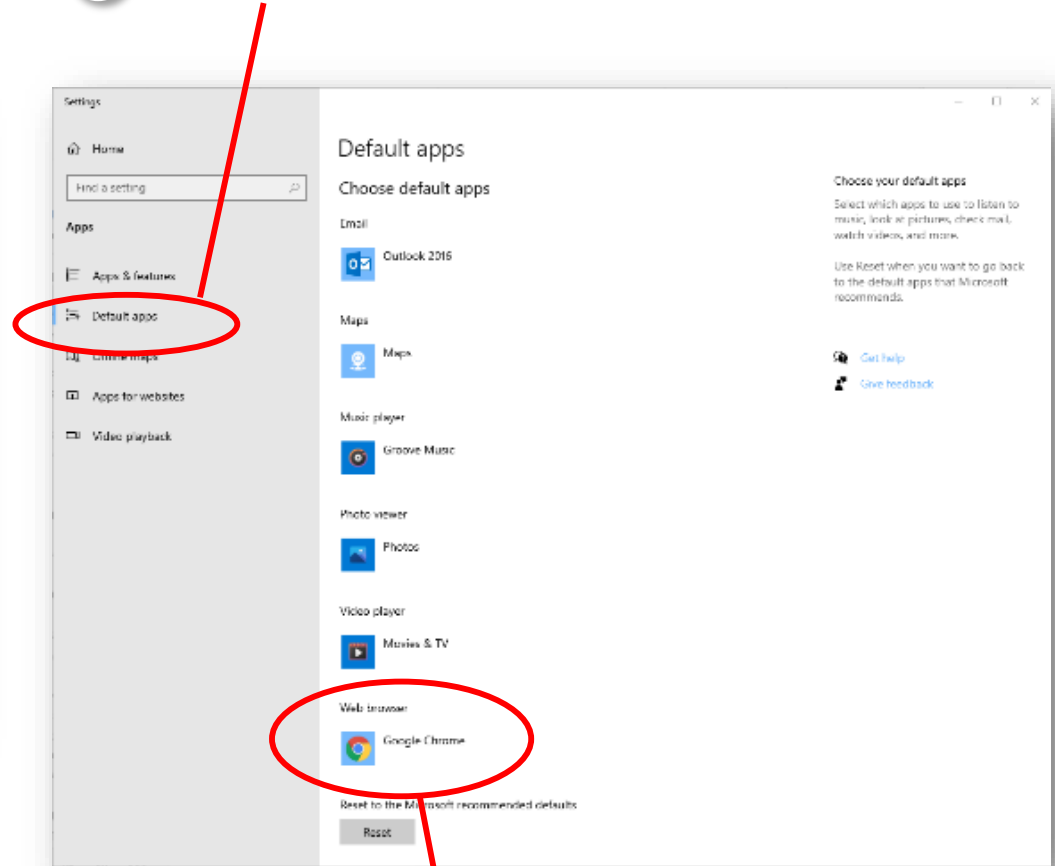
Set Chrome as your default browser

If your *healthdirect* link automatically opens in Explorer after you have downloaded Chrome you can set Chrome as your default browser. This will need to be done for each computer used. For Windows 10:

- 1 Select the Start button, and then type *Default apps*



- 2 In the search results, select *Default apps*



- 3 Under Web browser, select Chrome or another suitable browser - Firefox Version 68+ (Windows), Microsoft Edge Version 44+ (Android)

Bring Your Own Device (BYOD)

Using your own device to video call patients is optional but a very useful adjunct to delivering telehealth. Here are some frequently asked questions:

Can I use my own device for *healthdirect* Video Call Telehealth Consultations?

- Yes, you can use your personal laptop, tablet or smartphone to deliver a telehealth consultation.
- Your device must have a camera, microphone and speakers (or headset) and an internet connection
- You can connect to the Peninsula Health Staff Wi-Fi so you do not have to use your own mobile data




Can patients see my personal details?

- No, they cannot
- You are logging into an external webpage. All your interactions with patients occur within the secure encrypted webpage environment
- Patients do not have access to your personal details or device information.
- They cannot see your phone number or email address

Do I need to download additional software?

- No. However, your device needs to meet minimum requirements and have a compatible browser:

Does your device meet these minimum requirements?

-  **Windows PC**
i5 processor with 3GB of RAM Windows 7 or later
-  **Apple Mac**
i5 processor and 3GB of RAM MacOS 10.12 (Sierra) or later
-  **Android tablet or smartphone**
Android 5.1 or later
-  **Apple iPhone or iPad**
iOS 12 or later

How do I connect to the Peninsula Health Wi-Fi?

- Staff can connect their personal phones, tablets or laptops to Peninsula Health's Staff Wi-Fi
- Search for the 'phstaff' Wi-Fi network
- Use your PH username and password to connect

Can I get support from IT?

- A quick reference guide on 'how to connect' is available via the IT Service Desk
- Maintenance and repair of your personal device remains your responsibility
- Trouble shooting support regarding Health Direct Video Call is available from the Telehealth Project team
telehealth@phcn.vic.gov.au

How do I keep my device clean in the workplace?

Detergent wipes can be used to clean laptops, tablets and mobile phones

Latest web browser?

Check version at www.whatismybrowser.com

-  **Google Chrome Version 74+**
(Windows, Android, MacOS)
-  **Apple Safari Version 12+**
(MacOS, iOS)
-  **Firefox Version 69+**
(Windows, Android, MacOS)
-  **Microsoft Edge Version 79+**
(Windows MacOS)
-  **Microsoft Edge Version 44+**
(Android)

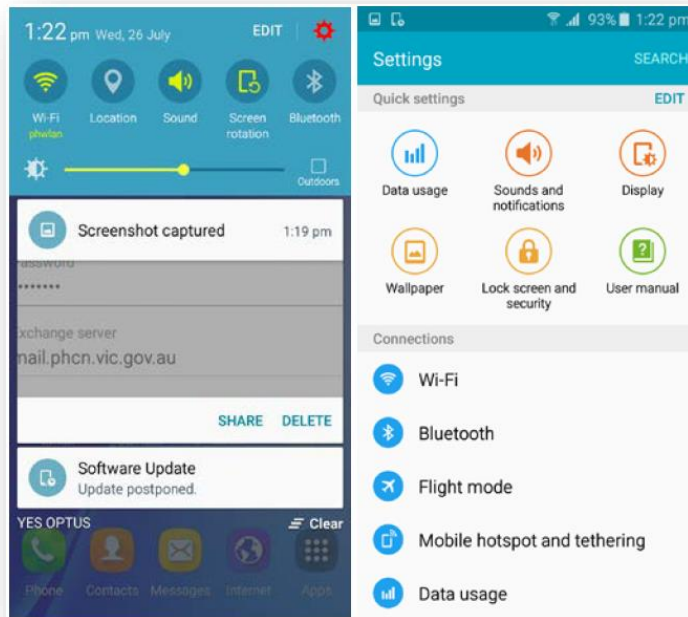


Connecting your own device to PH Wifi

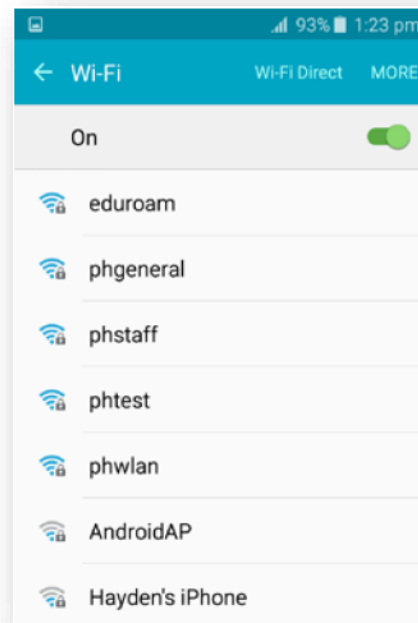
When using your own device you may wish to connect to the Peninsula Health staff Wi-Fi.

Android Device

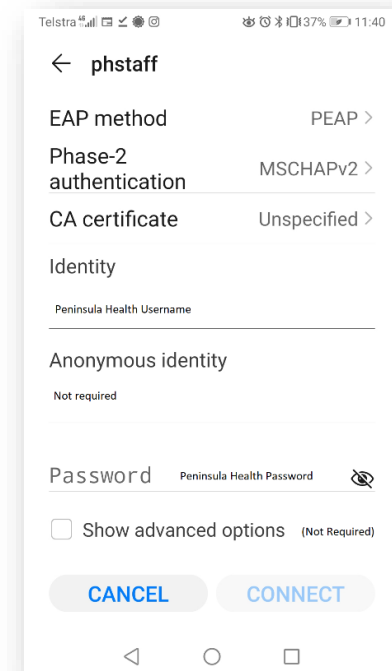
- 1 Open the settings App by swiping down on the home screen and tap on the gear icon (Highlighted RED) then tap on WI-FI



- 2 Confirm that the Wi-Fi is turned on and then tap **phstaff** in the network list



- 3 Input your Peninsula Health Network Username in the **Identity field**, scroll down, enter your Password, and ensure you have the EAP Method set to PEAP and the Phase 2 Authentication set to MSCHAPV2 and tap **Connect**



The Staff Wi-Fi should now be connected. If you cannot join phstaff, please turn Wi-Fi off and try again in one hour.



Apple Device

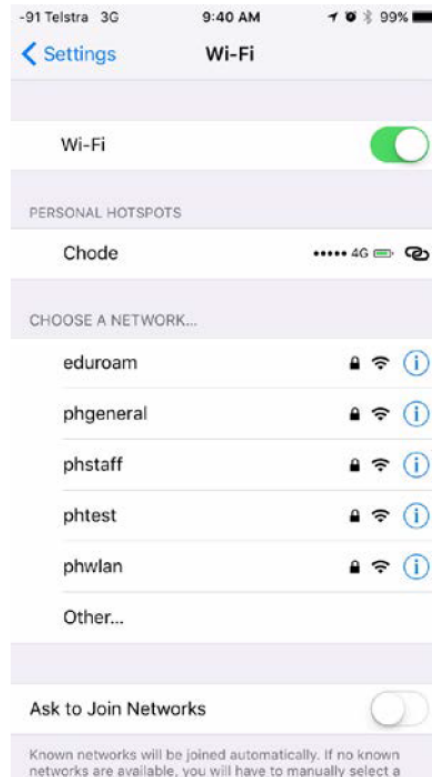
1

Open the Settings App and tap on Wi-Fi



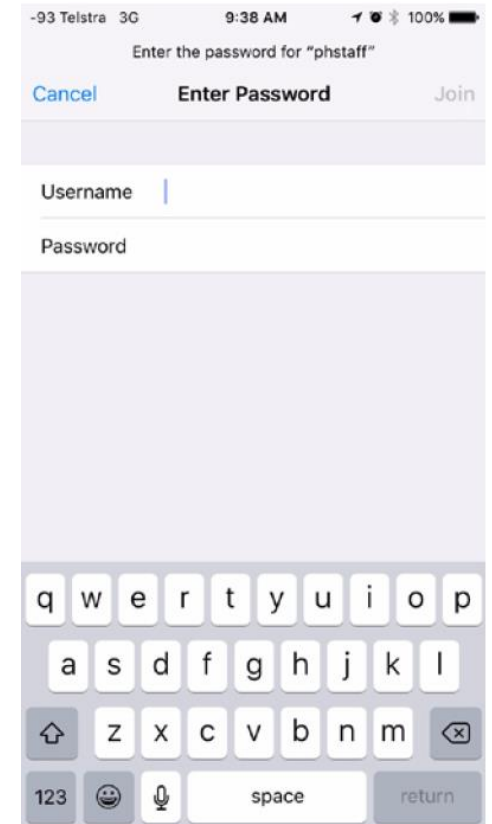
2

Confirm that the Wi-Fi is turned on, then tap **phstaff** in the network list



3

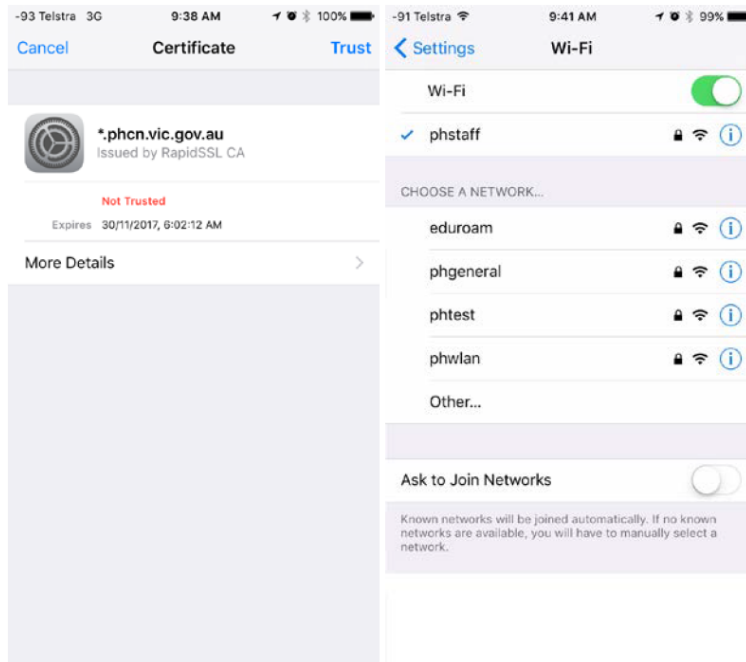
Input your Peninsula Health Network Username and Password and tap **Join**.





4

When you see the certificate prompt, tap **“Accept”** and now the wireless network is connected



If you cannot join phstaff, please turn Wi-Fi off and try again after one hour.

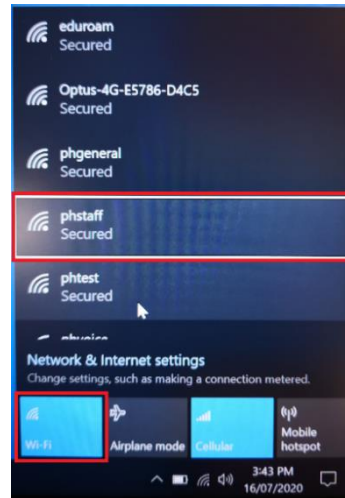
If you still cannot connect, please call the Informatics Service Desk on x7815 for further assistance.

BYOD Laptop Devices only

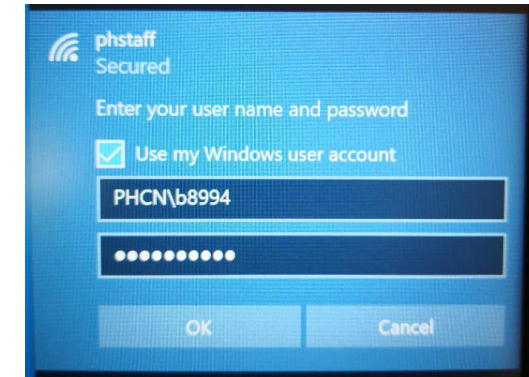
- 1 Click on the Wi-Fi icon at the bottom right hand corner of the Windows Taskbar



- 2 Click on PHStaff, and you will be prompted for a username and password.
Please also ensure that the Wi-Fi icon (see below) is enabled, prior to connecting to the Staff Wi-Fi.



- 3 Tick "Use my Windows user account"



As long as the AD password is correct, then the connection to the Staff Wi-Fi should connect ok.

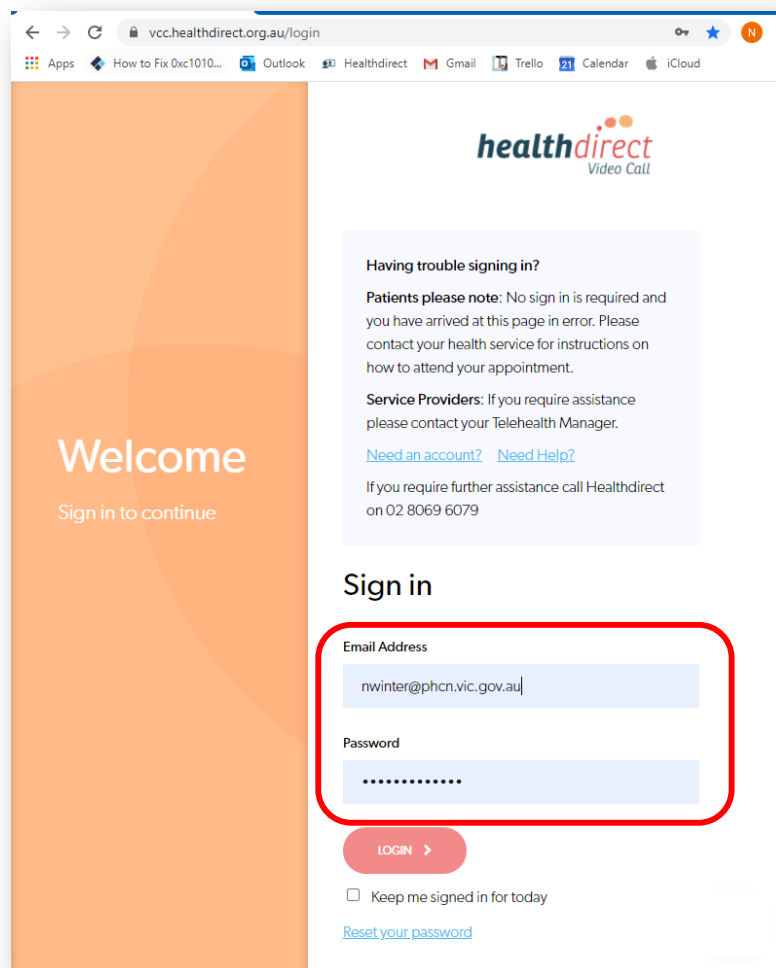
If the credentials are not accepted, please contact the Informatics Service Desk on x7815 for further assistance.

Logging into Healthdirect Video Call for staff

There are 2 ways to log into *healthdirect*. Either way, make sure you tick *Keep me signed in for today* and save it to your favourites.

A

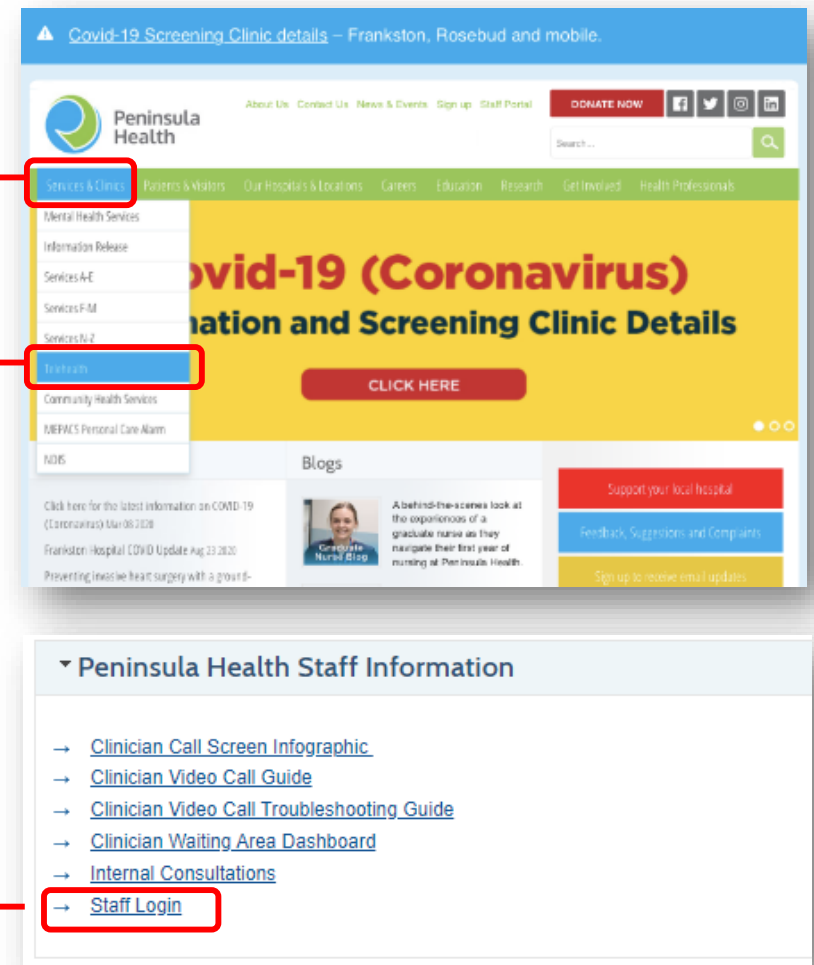
Go to <https://vcc.healthdirect.org.au> using Google Chrome (or other suitable browser). Sign in using the user name you used to set up your account, usually your Peninsula Health email address, and the password you created.



The screenshot shows the login page for Healthdirect Video Call. The page has a white background with an orange sidebar on the left. The main content area features the Healthdirect logo and a 'Sign in' section. The 'Sign in' section includes a red-bordered box around the 'Email Address' and 'Password' input fields. The 'Email Address' field contains the text 'nwinter@phcn.vic.gov.au'. Below the input fields is a red 'LOGIN' button and a checkbox for 'Keep me signed in for today'. There are also links for 'Need an account?' and 'Need Help?'.

B

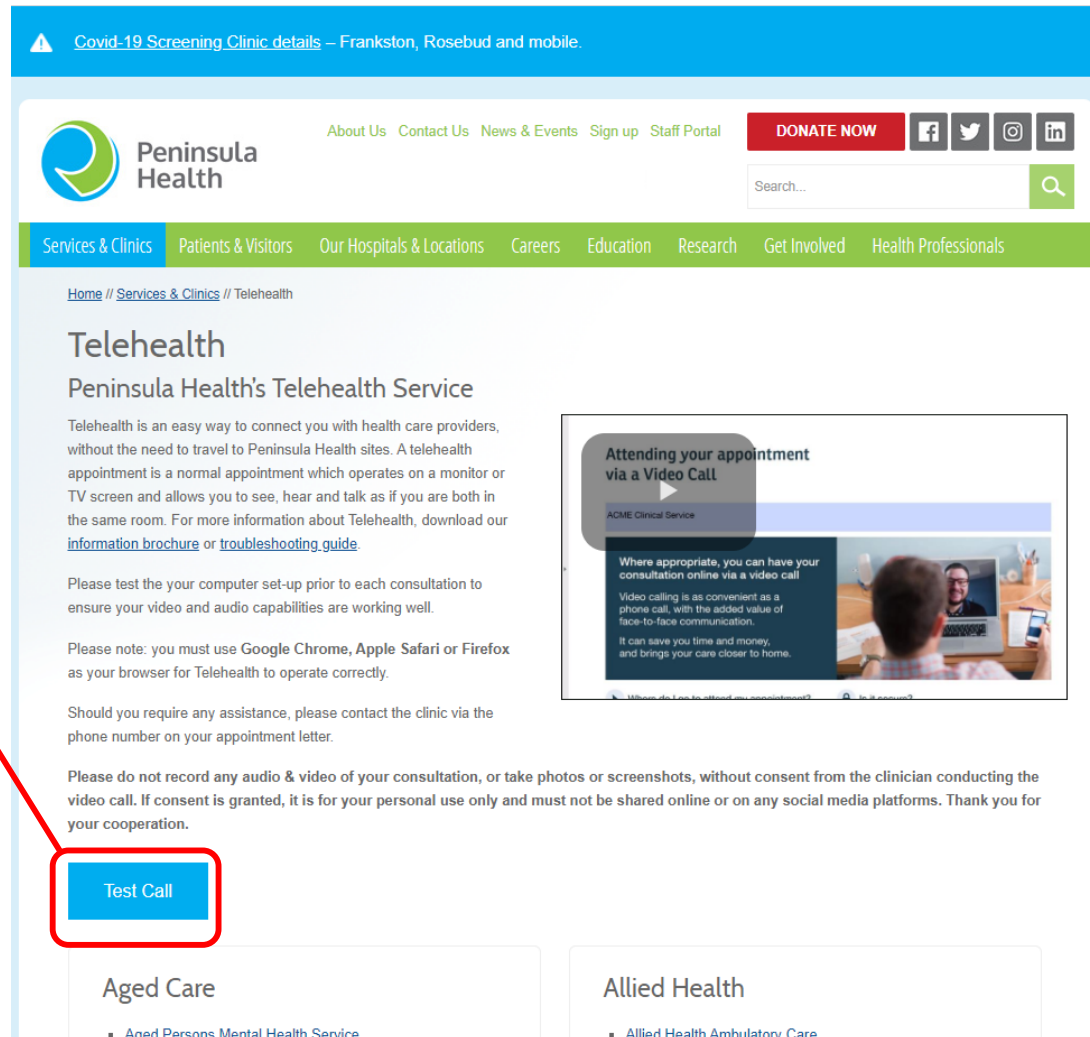
Go to www.peninsulahealth.org.au. Click on *Services & Clinics*, click on *Telehealth*, scroll down to the *Peninsula Health Staff Information* section.



The screenshot shows the Peninsula Health website. The navigation menu is open, and the 'Services & Clinics' option is highlighted with a red box. Below it, the 'Telehealth' option is also highlighted with a red box. A red line connects the 'Telehealth' option to the 'Peninsula Health Staff Information' section at the bottom of the page. In this section, the 'Staff Login' link is highlighted with a red box.

Make a test call

Run a [pre-call test](#) to make sure your equipment is set up and working correctly. The Video Call test will check your network connectivity and device setup. If there are any issues, you will be prompted to troubleshoot the relevant parts.



Peninsula Health

Services & Clinics Patients & Visitors Our Hospitals & Locations Careers Education Research Get Involved Health Professionals

Telehealth

Peninsula Health's Telehealth Service

Telehealth is an easy way to connect you with health care providers, without the need to travel to Peninsula Health sites. A telehealth appointment is a normal appointment which operates on a monitor or TV screen and allows you to see, hear and talk as if you are both in the same room. For more information about Telehealth, download our [information brochure](#) or [troubleshooting guide](#).

Please test the your computer set-up prior to each consultation to ensure your video and audio capabilities are working well.

Please note: you must use **Google Chrome, Apple Safari or Firefox** as your browser for Telehealth to operate correctly.

Should you require any assistance, please contact the clinic via the phone number on your appointment letter.

Please do not record any audio & video of your consultation, or take photos or screenshots, without consent from the clinician conducting the video call. If consent is granted, it is for your personal use only and must not be shared online or on any social media platforms. Thank you for your cooperation.

[Test Call](#)

Attending your appointment via a Video Call

ACME Clinical 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 value of face-to-face communication.

It can save you time and money, and brings your care closer to home.

Aged Care

- [Aged Persons Mental Health Service](#)

Allied Health

- [Allied Health Ambulatory Care](#)

Setting Up Your Profile

When you first log into *healthdirect* you will be asked to develop your *healthdirect* profile.

What you choose as your name is the name your patients will see when they hover their mouse over your initials during the consultation.

In the Video Call environment our profile name is equivalent to you lapel name badge.

It is recommended that staff use the same naming convention as the lapel badge, eg., Jenny, Physiotherapist

To do this, record name as:

First name box: Jenny

Second name box: – Physiotherapist

(note the hyphen before the role – this gives a better layout on the screen)

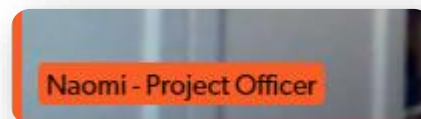
Edit Your Profile

To change your name you can edit your profile by selecting the drop down menu beside your name on the top right hand of your screen. Choose 'Edit your profile' and change your name as per above instruction.

Always make sure you **save** your changes.

The screenshot displays the 'Edit your profile' page. At the top right, a user profile is shown with a question mark icon, a profile picture, and the name 'Naomi - Project Officer' with a dropdown arrow. The main content area is titled 'Edit your profile' and contains three sections: 'Profile picture' with a 'Choose File' button and 'No file chosen' text, and buttons for 'CHANGE PICTURE' and 'REMOVE'; 'Name' with a text box containing 'Naomi - Project Officer'; and 'Email' with a text box containing 'nwinter@phcn.vic.gov.au'. A 'SAVE' button is located at the bottom of the form.

View during call



Video Call Roles and Permissions

Check your roles from the My Clinics view

Team Members

The majority of staff will be a 'Team Member' of a Telehealth Clinic.

Team Members can:

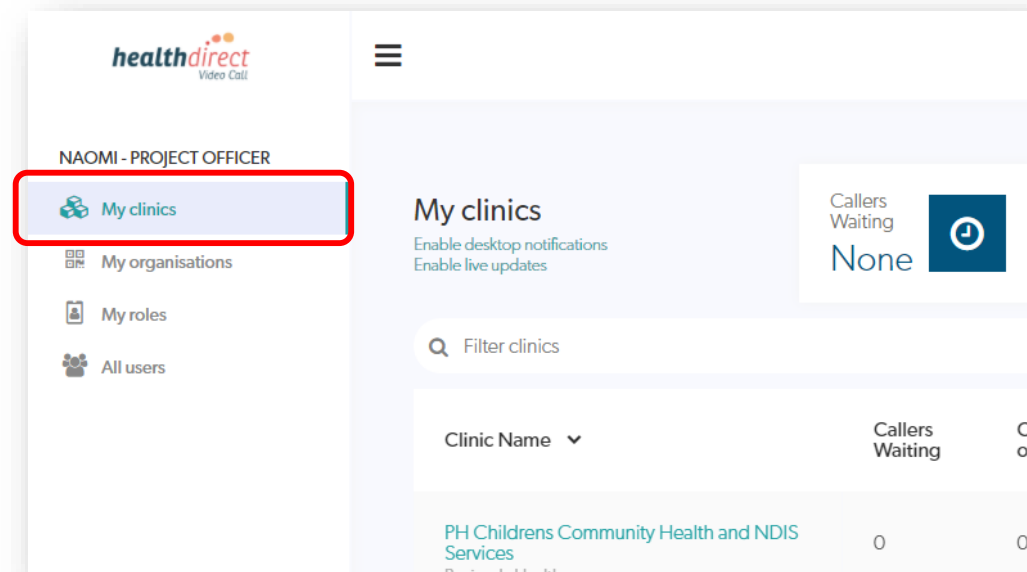
- Join a Video Call from the Waiting Area dashboard and conduct Video Call consultations.
- View and use waiting areas
- View and use meeting rooms
- View and use individual user room

Service Referrers

Some staff members will be a 'Service Referrer' of a Telehealth Clinic. E.g. Reception staff will be added Specialist clinics or a clinician may be added to another specialist area (such as Plastic Surgery staff are added to Hand Therapy). This enables them to transfer callers to another waiting area where they have service referrer access, from their clinic waiting area or from within a Video Call.

Organisational Administrator

In addition to the Team Administrator functions this role can invite and remove other Organisational Administrators, create new clinics, configure the organisations call interface and view, use, and add Individual user and Meeting rooms.



Team Administrators

Each Clinic has one or more assigned Team Administrators. Team Administrators can:

- Add and manage team members and their permissions
- Configure clinic settings including the clinic's waiting area, call interface and Add-ons
- View, use and add meeting rooms
- View, use and add individual user rooms
- Join a Video Call from the Waiting Area Dashboard

Adding team members

For more information about how Team administrators can add a new team member see visit the healthdirect Resource Centre [here](#).

Defining Waiting Area, Meeting Room and a User Room

Waiting Area

A Waiting Area is a private virtual waiting area that all patients wait in until the staff member joins them for check in or a consultation.

User Room

A user room is a private permanent video room (like a private office) assigned to a staff member. The staff member has control over who enters the user and can accept or decline requests to enter. User rooms are useful for private discussions such as supervision as other staff members cannot enter without permission. This is not recommended for patient consultations

Meeting Room

A meeting room is a virtual meeting room where staff can meet and interact. For example a team meeting or case conference. Staff need to be a team member of the clinic (and have their own sign in for Video Call) to use a meeting room **or** other people can be sent a guest link to the room. The number of participants is limited to 4-6 depending on bandwidth and connectivity. *Be aware that staff or guests with a link can enter the meeting room while another meeting is in progress.*

If the meeting room is in use, the number of participants in the room will be indicated on the Enter button

PH TEST CLINIC - FOR STAFF TRAINING & FAMILIARIZATION
Peninsula Health

PH TEST CLINIC - For Staff Training & Familiarization

Naomi - Project Officer
TEAM ADMIN

One caller in the Waiting Area

Two people in the Meeting Room

No one in the Personal Room

Status	Caller	Participants	Telephone	Actions	Notify
Waiting (00:10)	Montgomery Burns	1	0411654630	JOIN CALL Transfer	Notify

Clinic Settings

TEST CALL
Test your network and equipment

Waiting Area Alerts
Customise how you are notified of new calls

Waiting Area Hours
View the hours of operation for this waiting area

The waiting area is ready to receive callers

Closes in 13 hours

View the opening hours

Utilising Training Clinics

Most staff would have been set up in one or both of the Training Clinics (depending on your role).

These provide the opportunity for staff to learn how to use Healthdirect Video Call from both a staff perspective and patient perspective. *This is highly encouraged before staff 'go live'.*

Practicing in these training clinics enables staff to build competency and customise the delivery of healthcare in a virtual model.

To connect as a 'patient' direct to a clinician use this phtestclinic link: <https://vcc.healthdirect.org.au/t/phtestclinic/join>

To connect as a 'patient' via reception use this testreception link: <https://vcc2.healthdirect.org.au/testreception>

PH TEST CLINIC - For Staff Training & Familiarization
Peninsula Health

PH TEST RECEPTION - For Staff Training & Familiarization
Peninsula Health

Managing your clinics

When you log in to *healthdirect* you will automatically arrive in *My Clinics*. All the clinics you are a member of will appear in this screen. Most people will only have 1 or 2 clinics. However if use healthdirect with another organisation, and registered with the same email address, your clinics from both organisations will appear here.

Click on your clinic to open your waiting room dashboard.

If you cannot see all of your relevant clinics this is because you have not accepted an invitation to activate your registration in this clinic or you have not be registered in the clinic.

Contact the telehealth Administrator for the clinic or the PH Telehealth Team for assistance.

The screenshot shows the 'My Clinics' dashboard for Peninsula Health. The left sidebar contains navigation options: Back, Clinics (selected), Configure, Organisation reports, Admin users, User audit trail, and Email audit trail. The main content area displays a table of clinics with the following data:

Clinic Name	Callers Waiting	Callers on Hold	Callers Being Seen	Longest Wait hh:mm:ss	Longest Hold hh:mm:ss
PH Cardiology	0	1	0	-	10:49
PH Childrens Community Health and NDIS Services	0	0	1	-	-
PH Hand Therapy	0	0	1	-	-
Inpatient Speech Pathology	0	0	0	-	-
Mt. Fliza Aged Care	0	0	0	-	-
SUMMARY	54	0	1	00:00	10:49

A '+ ADD CLINIC' button is located at the bottom of the dashboard.

Clinic settings

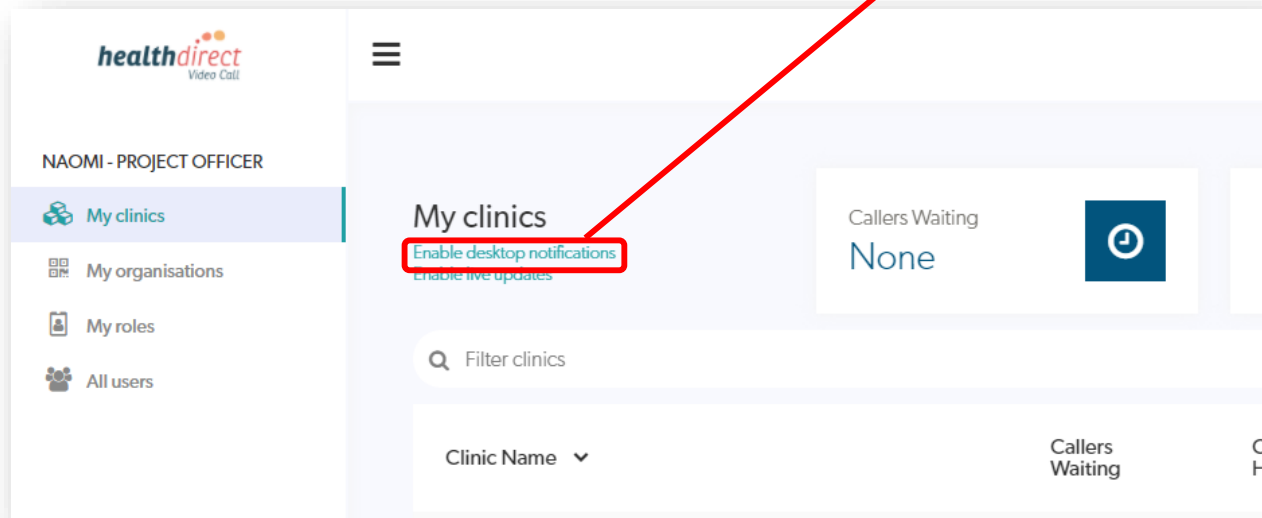
From the waiting room you can set alerts that will advise you when a new caller has entered the *Waiting Area Patient Queue*. Select the drop down menu in *Clinic Settings* then *Waiting Area Alerts*. You can choose from SMS, Email or Desktop. Make sure you save your changes

This is most useful for reception staff and those clinics that do not share a waiting room with other services, eg., Mental Health Services & Hand Therapy.

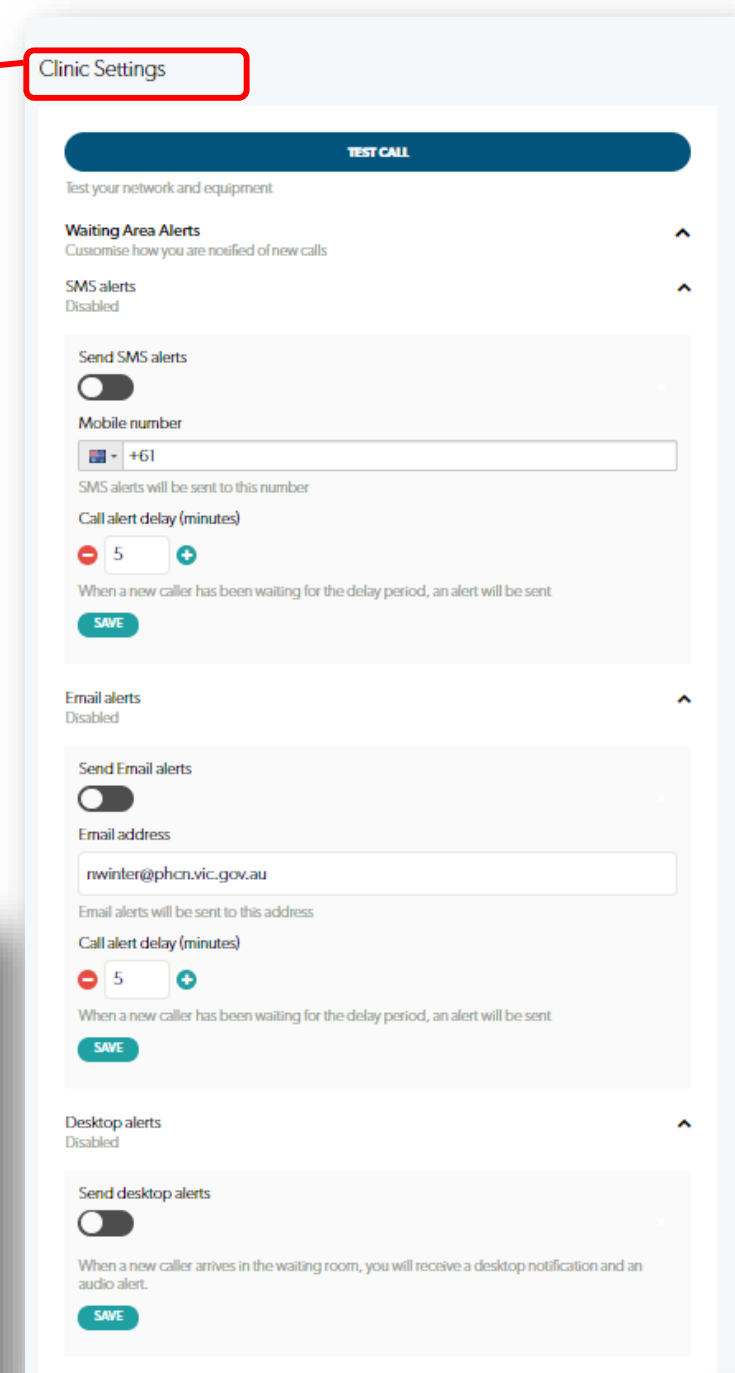
It is not recommended for large waiting area patient queues such as Community Health as you will receive an alert for all patients that enter the waiting room. You cannot isolate your own patients. However you may wish to enable alerts for a short period of time before your patient appointment and disable them once the patient has arrived.

Enabling Notifications

You can control the notifications for all your clinics from the *My Clinics* page. Click to enable. More information can be found in the healthdirect Resource Centre [here](#).



The screenshot shows the 'My clinics' page in the healthdirect interface. The user is identified as 'NAOMI - PROJECT OFFICER'. The 'My clinics' section is active, showing a 'Callers Waiting' status of 'None'. A red box highlights the 'Enable desktop notifications' link, which is also pointed to by a red arrow from the 'Clinic Settings' panel in the adjacent image. Below this, there is a search bar for 'Filter clinics' and a table with columns for 'Clinic Name' and 'Callers Waiting'.



The screenshot shows the 'Clinic Settings' panel. The 'Clinic Settings' title is highlighted with a red box. The panel is titled 'TEST CALL' and includes a 'Test your network and equipment' button. The 'Waiting Area Alerts' section is expanded, showing 'Customise how you are notified of new calls'. The 'SMS alerts' section is also expanded, showing 'Send SMS alerts' (disabled), a 'Mobile number' field with a dropdown for '+61', and a 'Call alert delay (minutes)' field set to 5. The 'Email alerts' section is expanded, showing 'Send Email alerts' (disabled), an 'Email address' field with 'nwinter@phcn.vic.gov.au', and a 'Call alert delay (minutes)' field set to 5. The 'Desktop alerts' section is expanded, showing 'Send desktop alerts' (disabled) and a note that a desktop notification and audio alert will be sent when a new caller arrives. Each section has a 'SAVE' button.

Information to provide to your patients

Provide the patient/family with:

1. An appointment time using the usual booking process (iPM, Uniti, or other appropriate booking process that records the scheduled consultation)
2. Link to the meeting room:
 - (i) via the Telehealth page of the external Peninsula Health at <http://www.peninsulahealth.org.au> (page 23); **or**
 - (ii) via the clinic link by SMS or email (page 24); **or**
 - (iii) via the clinic link in the patient calling information sheet' so they understand the technical requirements of the call (page 25)
3. Patient calling information sheet so they understand the technical requirements of the call (page 25)
4. 'Trouble shooting' information sheet (page 27);
5. A back up plan if they are unable to connect, eg., '... if you are unable to connect to the video call the doctor will call you on your telephone for a telephone consultation'.

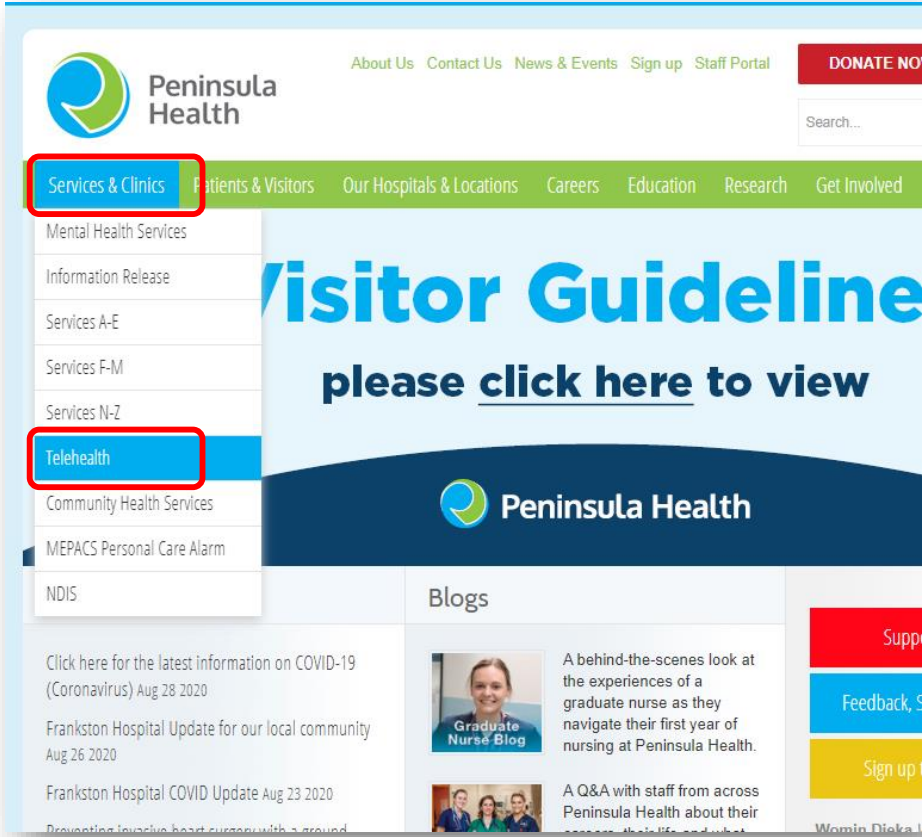
Telehealth Operational Practice Guides

For further information about what to provide to consumers to prepare them for their appointment refer to the clinic's operational practice guideline (OPG). The [Telehealth Consulting in Acute Specialist Clinics](#) is an example of an OPG and can be found in Prompt also.

Link on Peninsula Health website

The easiest way for patients to access the waiting room is via the link on the Peninsula Health Website. Patients can open a compatible browser, then the follow the instructions below:

1



Peninsula Health

About Us Contact Us News & Events Sign up Staff Portal

DONATE NOW

Search...

Services & Clinics Patients & Visitors Our Hospitals & Locations Careers Education Research Get Involved

Mental Health Services

Information Release

Services A-E

Services F-M

Services N-Z

Telehealth

Community Health Services

MEPACS Personal Care Alarm

NDIS

Visitor Guideline

please click here to view

Peninsula Health

Blogs

Click here for the latest information on COVID-19 (Coronavirus) Aug 28 2020

Frankston Hospital Update for our local community Aug 26 2020

Frankston Hospital COVID Update Aug 23 2020

Preventing invasive heart surgery with a ground

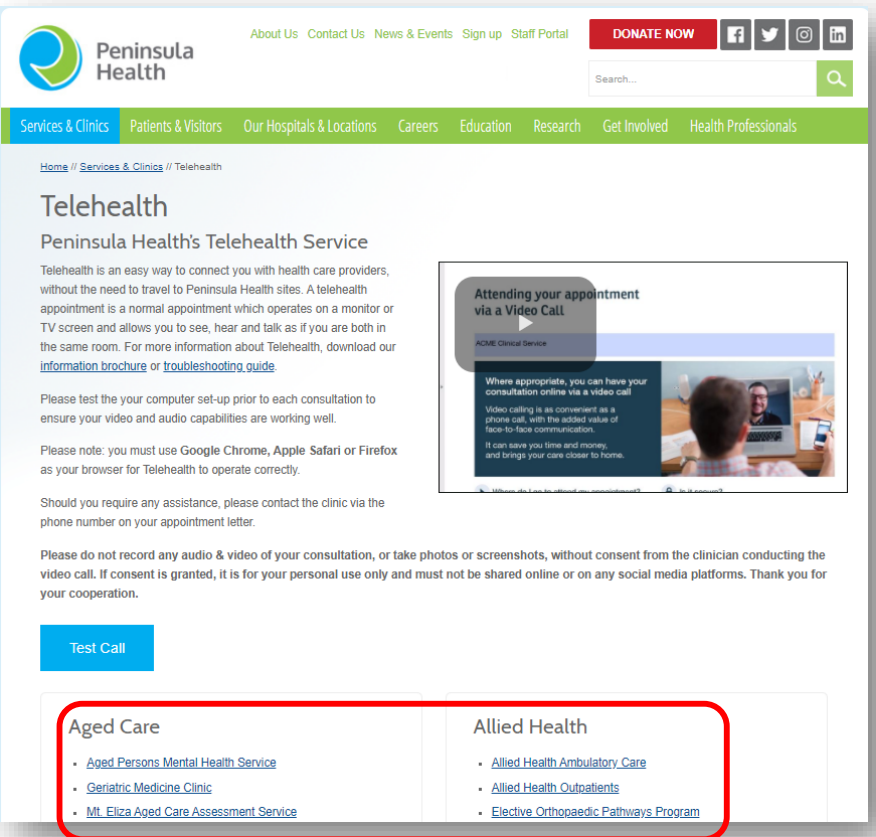
Womin Dieka

Supp

Feedback, S

Sign up

2



Peninsula Health

About Us Contact Us News & Events Sign up Staff Portal

DONATE NOW

Search...

Services & Clinics Patients & Visitors Our Hospitals & Locations Careers Education Research Get Involved Health Professionals

Home // Services & Clinics // Telehealth

Telehealth

Peninsula Health's Telehealth Service

Telehealth is an easy way to connect you with health care providers, without the need to travel to Peninsula Health sites. A telehealth appointment is a normal appointment which operates on a monitor or TV screen and allows you to see, hear and talk as if you are both in the same room. For more information about Telehealth, download our [information brochure](#) or [troubleshooting guide](#).

Please test the your computer set-up prior to each consultation to ensure your video and audio capabilities are working well.

Please note: you must use Google Chrome, Apple Safari or Firefox as your browser for Telehealth to operate correctly.

Should you require any assistance, please contact the clinic via the phone number on your appointment letter.

Please do not record any audio & video of your consultation, or take photos or screenshots, without consent from the clinician conducting the video call. If consent is granted, it is for your personal use only and must not be shared online or on any social media platforms. Thank you for your cooperation.

Attending your appointment via a Video Call

ACME Clinical 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 value of face-to-face communication. It can save you time and money, and brings your care closer to home.

Test Call

Aged Care

- [Aged Persons Mental Health Service](#)
- [Geriatric Medicine Clinic](#)
- [Mt. Eliza Aged Care Assessment Service](#)

Allied Health

- [Allied Health Ambulatory Care](#)
- [Allied Health Outpatients](#)
- [Elective Orthopaedic Pathways Program](#)

Clinic link not on the website?

If your clinic is not yet available on the website, give your patients the Waiting Area URL, found under Clinic Settings in your Waiting Area dashboard page. Click on Copy to allow for easy copying and pasting into an email message or other communication.

The screenshot shows the 'PH TEST CLINIC - FOR STAFF TRAINING & FAMILIARIZATION' dashboard. The left sidebar contains navigation options: WAITING AREA, CONFIGURE, DATA COLLECTIONS, REPORTS, MEETING ROOMS, and USER ROOMS. The main content area is titled 'All Callers' and displays a message: 'There are currently no waiting or active callers in your waiting area.' On the right, the 'Clinic Settings' panel includes a 'TEST CALL' button, 'Waiting Area Alerts' settings, 'Waiting Area Hours' (showing 'The waiting area is ready to receive callers' and 'Closes in 13 hours'), and the 'Waiting Area URL' field. The URL 'https://vcc.healthdirect.org.au/t/phtestclinic/join' is highlighted with a red box, and a 'COPY' button is located below it.

Note: Contact the telehealth team at Telehealth@phcn.vic.gov.au to discuss options to display your clinic on the Peninsula Health webpage


Attending your appointment via a Video Call

Peninsula Health Telehealth Services

Where appropriate, you can have your consultation online via a video call

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



Option to customise to your clinic name

Where do I go to attend my appointment?

To attend your appointment, go to www.peninsulahealth.org.au. Select 'Services & Clinics' from the menu, Choose 'Telehealth' then click on the relevant clinic.

Is it secure?

Video calls are secure, your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

How much does a video call cost?

The video call is free (except for your internet usage). However, the regular costs – if any – of a medical consultation still apply.

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

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 (recommended) or Firefox web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone.
 - Safari web browser on an Apple desktop or laptop (MacOS), or iPad or iPhone.
- ✓ Web-cameras, speakers and microphone (already built into laptops or mobile devices).

A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition.

Data use is less on faster internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call.

Data use increases when there are more than two participants in the call.

Smartphone & tablet users
If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

• That's about 200 MB on a mobile device, and 400 MB on a PC for a 30 minute call, which is similar to Spotify or Netflix.

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

Link to clinic

Get ready to make video calls



Make sure that you use one of the following web browsers:

- Google Chrome (Windows, Android, MacOS)
- Apple Safari (MacOS, iOS)
- Firefox 60+ (Windows, Android, MacOS)

Go to <https://www.peninsulahealth.org.au/en/telehealth/>



Local contact person for

What do I do if something is not working?

- Go to <https://cc.healthdirect.org.au/troubleshooting>

More information

Call



Printed information for patients

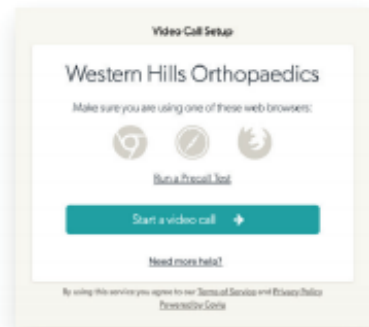
Patient/Caller: Step by Step Video Call Guide

Printed version can be found in public folders at, P:\Telehealth Working Group\Healthdirect Telehealth Patient Information

How to begin a Video Call consultation

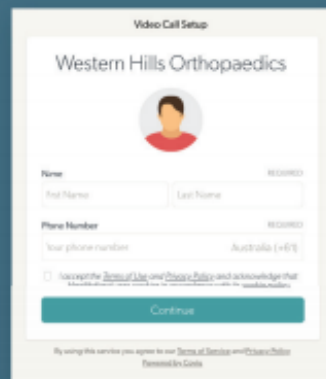
1

Go to the entry point on the service's website and click the **Start Video Call** icon



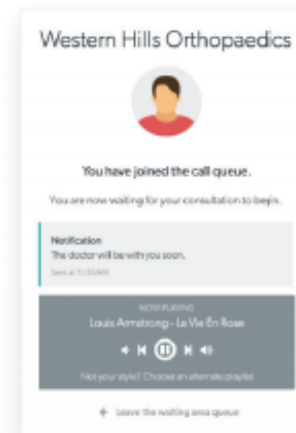
2

Enter name and phone number when prompted



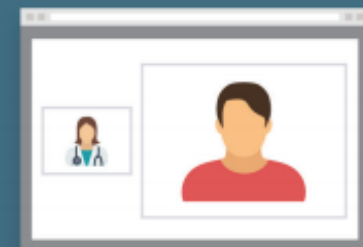
3

Enter the clinic's online **Waiting Area**




4


Clinician arrives and the consultation proceeds




Video Call: Troubleshooting for patients


You can access the [Video Call : Troubleshooting poster](#) in the healthdirect Resource Centre by clicking the  in the top right corner of healthdirect next to your profile name


Video Call: Troubleshooting





Issues in a call? Click refresh.  REFRESH

Does your device meet these minimum requirements?

Windows PC
 i5 processor with 3GB of RAM Windows 7 or later





Apple Mac
 i5 processor and 3GB of RAM MacOS 10.12 (Sierra) or later

Android tablet or smartphone
 Android 5.1 or later

Apple iPhone or iPad
 iOS 12 or later

Latest web browser?

Check version at www.whatismybrowser.com

-  **Google Chrome Version 80+**
(Windows, Android, MacOS)
-  **Apple Safari Version 12+**
(MacOS, iOS)
-  **Firefox Version 75+**
(Windows, Android, MacOS)
-  **Microsoft Edge Version 80+**
(Windows MacOS)
- Microsoft Edge Version 44+**
(Android)

Can't hear others?

Speakers/headset:
Volume at audible level?
(If external) Plugged in securely?
(If powered) Switched on?
Correct speakers/ headset selected?
Check correct audio output selected in computer settings.

Hearing an echo?
If using external speakers position them further away from your computer and reduce the volume. Try using a headset or headphones if the echo persists.

More: vcc.healthdirect.org.au/speaker

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)
Quit other application but may require computer reboot.

Firewall settings allow video stream?
If you are still experiencing issues speak to your IT department.

More: vcc.healthdirect.org.au/camera

Others can't hear you?

Microphone:
(If external) Plugged in securely?
Correct microphone selected?
Check correct audio input selected in computer 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 settings.

Other software using the microphone?
(Example: Skype also running)
Quit other application but may require computer reboot.

More: vcc.healthdirect.org.au/mic

Poor image/sound quality?

Connection to Internet okay?
Check speed and latency at www.speedtest.net
Minimum speed is 350Kbps upstream and downstream.

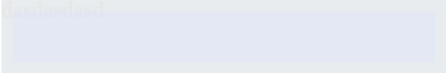
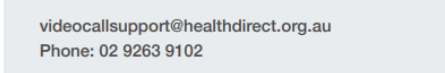
Others on the network using lots of bandwidth?
(Example: other video calls in progress)

Modem/router working properly?
(Wireless network) Get closer to access point. Ensure you have line of sight and are close to an access point.

Further troubleshooting

vcc.healthdirect.org.au/makingcalls

Still having issues?

- Contact your local support:**

- If issues persist local support can contact:**


videocallsupport@healthdirect.org.au
Phone: 02 9263 9102

How patients connect to Healthdirect Video Call

- A** When the patient's appointment is scheduled they receive information from the staff member scheduling the appointment about how to connect to telehealth. It is recommended that the Peninsula Health Telehealth Service healthdirect brochure is sent to the patient as it outlines some basic information about telehealth, privacy, the IT and environment requirements that contribute to a successful video call as well as the steps to make a call.
- The Peninsula Health Telehealth Service healthdirect brochure directs the patient to the Peninsula Health Website

Attending your appointment via a Video Call

Peninsula Health Telehealth Services

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

Where do I go to attend my appointment?
To attend your appointment, go to: <https://www.peninsulahealth.org.au/services/telehealth/> Click on the Telehealth Clinic you are attending.

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 (recommended) or Firefox web browser on a desktop or laptop (Windows or MacOS), or on an Android tablet or smartphone.
 - Safari web browser on an Apple desktop or laptop (MacOS), or iPad or iPhone.
- ✓ Web-camera, speakers and microphone (already built into laptops or mobile devices).

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

Is it secure?
Video calls are secure, your privacy is protected. You have your own private video room, that only authorised clinicians can enter.

How much does a video call cost?
The video call is free (except for your internet usage). However, the regular costs – if any – of a medical consultation still apply.

How much internet data will I use?
You don't use any data while waiting for a clinician to join you. A video consultation uses less than half of the data you would use while watching a YouTube video in High Definition. Data use is less on lower-speed internet connections, or if you're using a less powerful computer, tablet, or smartphone. These factors can also reduce the overall quality of the call. Data use increases when there are more than two participants in the call.

Smartphone & tablet users
If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

* There's about 250 MB on a mobile device, and 400 MB on a PC for a 20 minute call, which is similar to Skype or FaceTime.

Get ready to make video calls

Make sure that you use one of the following web browsers:

- Google Chrome (Windows, Android, MacOS)
- Apple Safari (MacOS, iOS)
- Firefox (Windows, Android, MacOS)

Go to: <https://www.peninsulahealth.org.au/services/telehealth/>

1. Go to the web clinic on the service website and click the Start Video Call icon.

2. Provide and verify your name and profile.

3. Enter the clinic's active waiting time.

4. Clinician joins and the consultation commences.

What do I do if something is not working?

- Go to <https://www.peninsulahealth.org.au/troubleshooting>

More information
Should you require any assistance, please contact the clinic via the phone number on your appointment letter.

healthdirect
video call

- B** Patients connect to Peninsula Health Telehealth Services via the Peninsula Health website <https://www.peninsulahealth.org.au/services/telehealth/>

Peninsula Health

About Us Contact Us News & Events Sign up Staff Portal DONATE NOW

Search...

Services & Clinics Patients & Visitors Our Hospitals & Locations Careers Education Research Get Involved Health Professionals

Home // Services & Clinics // Telehealth

Telehealth

Peninsula Health's Telehealth Service

Telehealth is an easy way to connect you with health care providers, without the need to travel to Peninsula Health sites. A telehealth appointment is a normal appointment which operates on a monitor or TV screen and allows you to see, hear and talk as if you are both in the same room. For more information about Telehealth, download our [information brochure](#) or [troubleshooting guide](#).

Please test the your computer set-up prior to each consultation to ensure your video and audio capabilities are working well.

Please note: you must use Google Chrome, Apple Safari or Firefox as your browser for Telehealth to operate correctly.

Should you require any assistance, please contact the clinic via the phone number on your appointment letter.

Please do not record any audio & video of your consultation, or take photos or screenshots, without consent from the clinician conducting the video call. If consent is granted, it is for your personal use only and must not be shared online or on any social media platforms. Thank you for your cooperation.

Attending your appointment via a Video Call

ACME Clinical 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 value of face-to-face communication. It can save you time and money, and brings your care closer to home.

Test Call

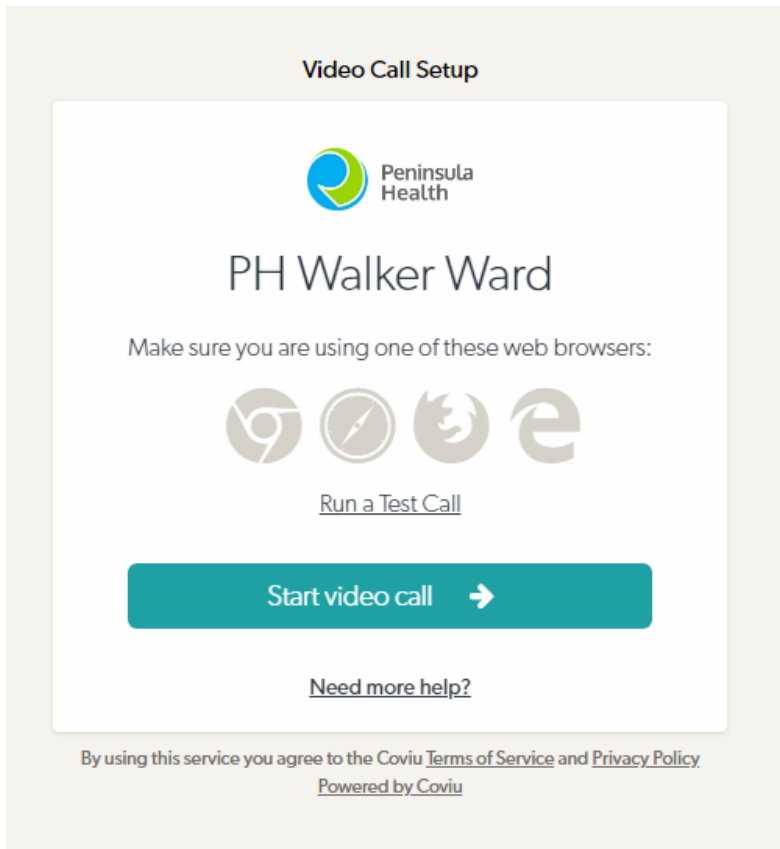
Aged Care

- [Aged Persons Mental Health Service](#)
- [Geriatric Medicine Clinic](#)
- [Mt. Eliza Aged Care Assessment Service](#)

Allied Health

- [Allied Health Ambulatory Care](#)
- [Allied Health Outpatients](#)
- [Elective Orthopaedic Pathways Program](#)
- [Hand Therapy](#)
- [Inpatient Occupational Therapy](#)
- [Inpatient Psychology](#)
- [Inpatient Social Work](#)
- [Inpatient Speech Pathology](#)
- [Inpatient Spiritual Care](#)
- [Outpatients Podiatry](#)

Patients click on the relevant clinic or service link on the Peninsula Health Telehealth Service page which initiates the *healthdirect Video Call*.

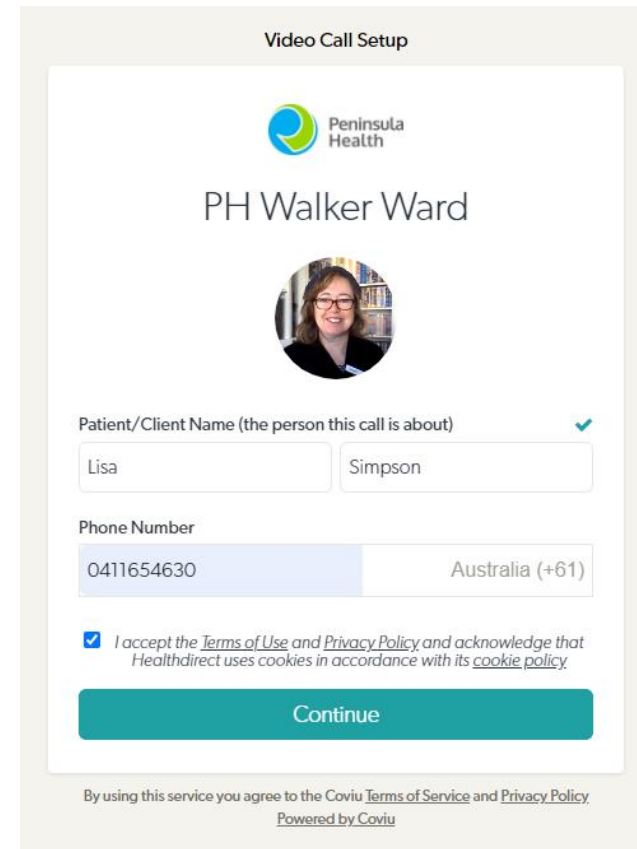


Callers are asked to provide the following”

- First and last name
- Phone Number
- Appointment with:

They also need to accept the Terms of Use, Privacy Policy & Cookie Policy (these open in a separate window for callers to read).

They will then progress through to the *Waiting Area Patient Queue*.



How to check if the Caller is your Patient before Answering the Call

Patients arrive in the Waiting Room and join the Caller Queue – this may be a shared waiting room with other clinics or services. It is important that you make sure that you are *joining* the correct patient from the waiting area – just like you would in a bricks and mortar waiting room. Before joining a call check the name and phone number of the patient in the Waiting Area Caller Queue. Does this match the name of the patient in your appointment schedule? And the Call Activity Event Log for ‘Appointment With’ patient comment

The screenshot shows a web interface for a clinic. On the left is a dark sidebar with navigation options: WAITING AREA (2), CONFIGURE, DATA COLLECTIONS, REPORTS, and MEETING ROOMS. The main area is titled 'PH TEST CLINIC - For Staff Training & Familiarization' and 'All Callers'. It displays a table with columns: Status, Caller, Participants, Telephone, Actions, and Notify. Three callers are listed: Montgomery Burns (Waiting 08:25), Marg Simpson (Waiting 04:16), and Narelle Taylor (On Hold 00:32). A red box highlights the '1' in the Participants column for Montgomery Burns, with a red arrow pointing to the first step of the instructions below.

Status	Caller	Participants	Telephone	Actions	Notify
Waiting (08:25)	Montgomery Burns	1	0411654630	JOIN CALL Transfer >	Notify >
Waiting (04:16)	Marg Simpson	1	0414247555	JOIN CALL Transfer >	Notify >
On Hold (00:32)	Narelle Taylor	1	0410714558	JOIN CALL Transfer >	Notify 1 >

1. Click on the drop down menu under participants

A small white box titled 'Participants' with a red box around the 'Call activity' option.

2. Select *Call activity*

3. Review the *Event Log*

The Event log window shows a table with columns: Time, Type, Sender, and Content. A red box highlights the content of the first entry.

Time	Type	Sender	Content
8/31/2020, 9:20:32 AM	Joined	System	Name: Montgomery Burns Phone: 0411654630 Appointment With: Test Terms: Accepted

Communicating with the Patient while they are in the Waiting Area Caller Queue

If you are running late or want to notify the patient of anything while they are waiting for their consultation you can send them a text message via the *Notify* function. Please note: The patient cannot respond to you via the notify function

The screenshot shows a telehealth interface for 'PH TEST CLINIC - For Staff Training & Familiarization'. On the left is a dark sidebar with menu items: 'WAITING AREA' (with a '2' badge), 'CONFIGURE', 'DATA COLLECTIONS', 'REPORTS', and 'MEETING ROOMS'. The main area displays 'All Callers' with a table:

Status	Caller	Participants	Telephone	Actions	Notify
Waiting (08:25)	Montgomery Burns	1 ▾	0411654630	JOIN CALL <small>Transfer ></small>	Notify >

A modal window titled 'Send a message to Montgomery Burns' is open, featuring a text input field labeled 'Enter your message' and a 'Send' button. Red boxes highlight the 'JOIN CALL' button in the table and the 'Notify' button in the modal. Red lines connect the text in the first paragraph to these buttons and the modal.

To answer the call

After confirming the staff member answers the call by clicking on the *Join Call* button.

Reception Staff

- Introduce yourself and your role – remember patients may not be able to see your name badge and may not realise you are the Telehealth receptionist
- Be mindful of what patients can see behind you
- Undertake your areas Reception tasks such as check in processes, confirming 3 points of ID, clinic appointment GP details etc.
- Explain to the patient you will transfer them to the clinicians waiting area and just like an in person appointment there may be a wait until the clinician calls them from the waiting area.

Clinical Staff

- Introduce yourself and your role – remember patients may not be able to see your name badge and may not have met you before
- Confirm the 3 points of ID
- Where relevant complete check in processes

What do I do if I accidentally join the wrong patient call?


- Do not panic
- Introduce yourself and your role
- Ask the patient to confirm their name and who their appointment is with
- Explain to the patient that you have accidentally joined the wrong call and that you will return them to the waiting area caller queue. Make sure you *Leave Call* to return the patient to the waiting area. Do not *End Call* which will disconnect both yourself and the patient.
- Apply what you have learnt from this to minimise future risk of making the same error

Some clinics get very busy with a risk of joining the wrong patient call

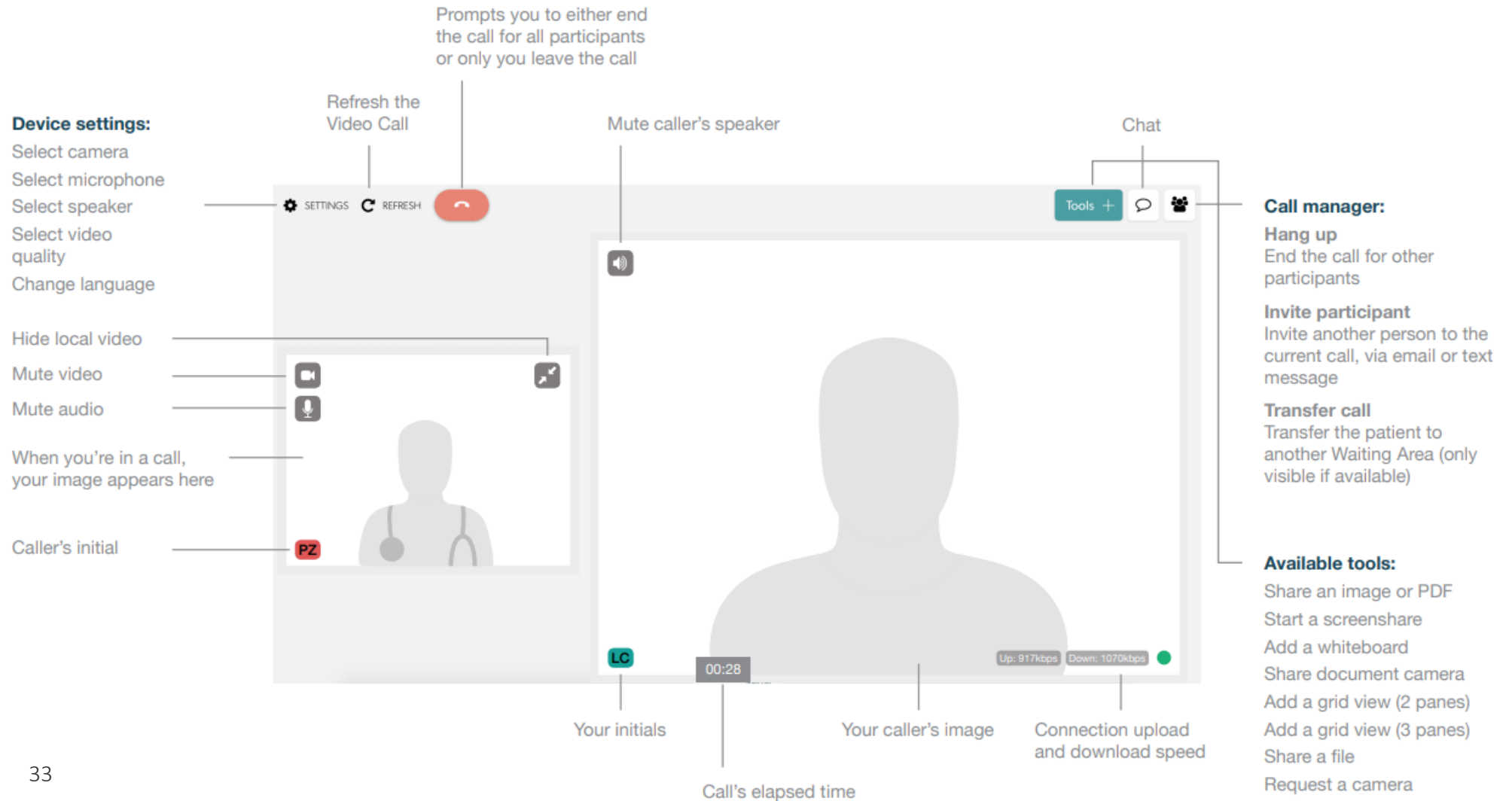
All Callers

Status	Caller	Participants	Telephone	Actions	Notify
Being seen (47:00)	[blurred]	2 ▾	[blurred]	JOIN CALL	Notify >
Being seen (46:05)	[blurred]	1 ▾	[blurred]	JOIN CALL	Notify >
Being seen (45:21)	[blurred]	2 ▾	[blurred]	JOIN CALL	Notify >
Being seen (42:00)	[blurred]	2 ▾	[blurred]	JOIN CALL	Notify >
Being seen (33:02)	[blurred]	2 ▾	[blurred]	JOIN CALL	Notify >
Being seen (10:25)	[blurred]	2 ▾	[blurred]	JOIN CALL	Notify >
Being seen (08:16)	[blurred]	2 ▾	[blurred]	JOIN CALL	Notify >
Being seen (01:28)	[blurred]	2 ▾	[blurred]	JOIN CALL	Notify >

What if my patient has trouble connecting?

- Healthdirect VideoCall has excellent help resources which you can access in the healthdirect Resource Centre by clicking the  in the top right corner of healthdirect next to your profile name.
- You can click on this while in the call and it will open up new tab allowing you to search for a solution to your issue.
- If the patient cannot hear you can use the chat function (as per the below diagram) to communicate trouble shooting advice.

Video Call: Call Screen



Troubleshooting: Issues during a video call

Your Connection Isn't Private Message

Sometimes when you attempt to open your waiting room this webpage may pop up. This is easily remedied. The webpage address has some extra letters in it.

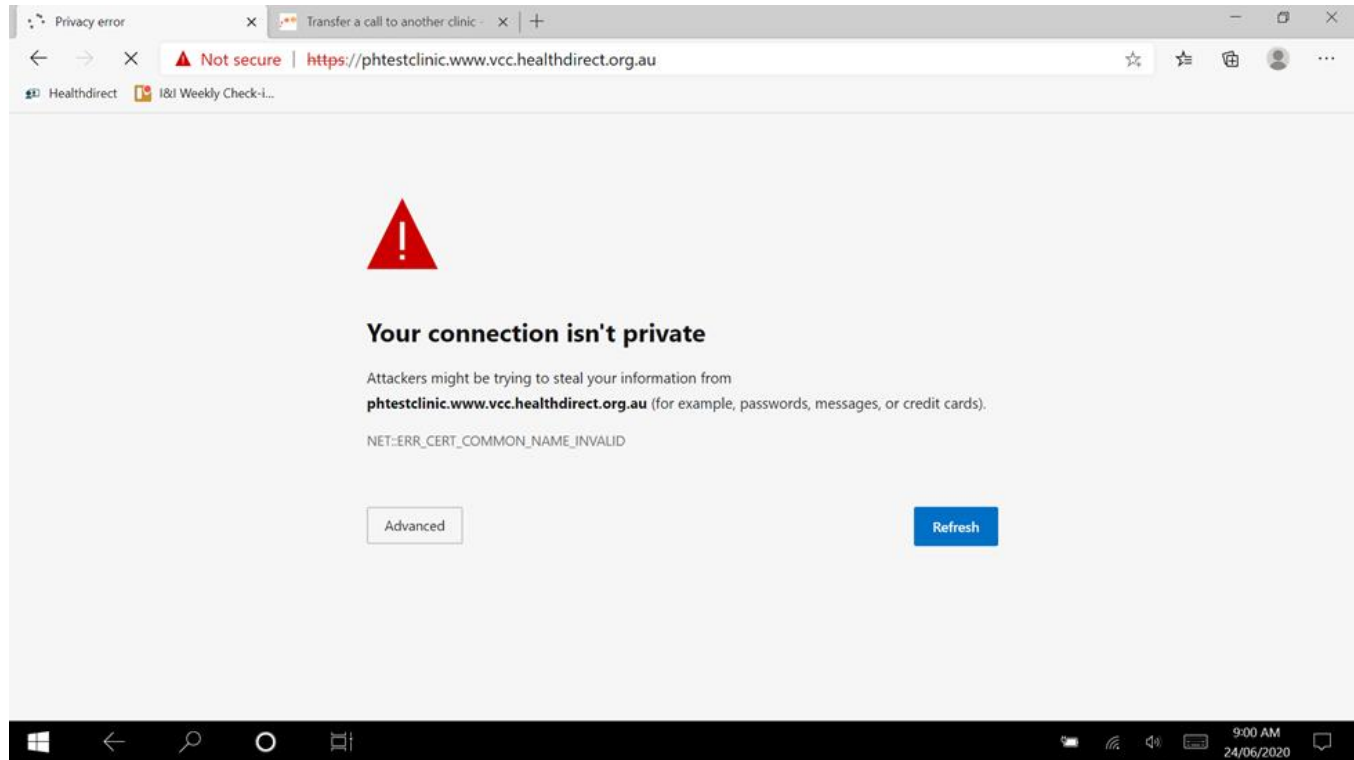
Wrong Address:

<https://phtestclinic.www.vcc.healthdirect.org.au>

Right Address:

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

When you delete them from the address bar you will proceed to the clinic. You can do this simply by putting your cursor in the address bar and back spacing to remove **www**. Your waiting room will then open once you hit your enter key.



Issue during a video call when you cannot hear others or they are unable to hear you



- If you have external speakers or headphones ensure they are securely plugged into your computer or mobile device
- Ensure the volume on your computer or mobile is turned on and set to an audible level
- Tell the other person you cannot hear them and ensure they are not muted. They may need to check their sound input **(microphone settings)**
- Try playing a YouTube video to check that your speakers are If you have multiple speakers/headsets connected to your device, has the correct one been selected? From within a Video Call Screen here is how to check:



Click on the settings icon in the video call screen to select the required speaker from the *Select speaker* dropdown
This change only affects the current call

Desktop computer:

Select speaker

Default - Headset Earphone (Jabra Link 370) (0b0e:245e) ✓

Communications - Headset Earphone (Jabra Link 370) (0b0e:245e)

Headset Earphone (Jabra Link 370) (0b0e:245e)

Speakers (Realtek High Definition Audio(SST))

Mobile Example (Android and iOS):

You should see the default being selected

Select speaker

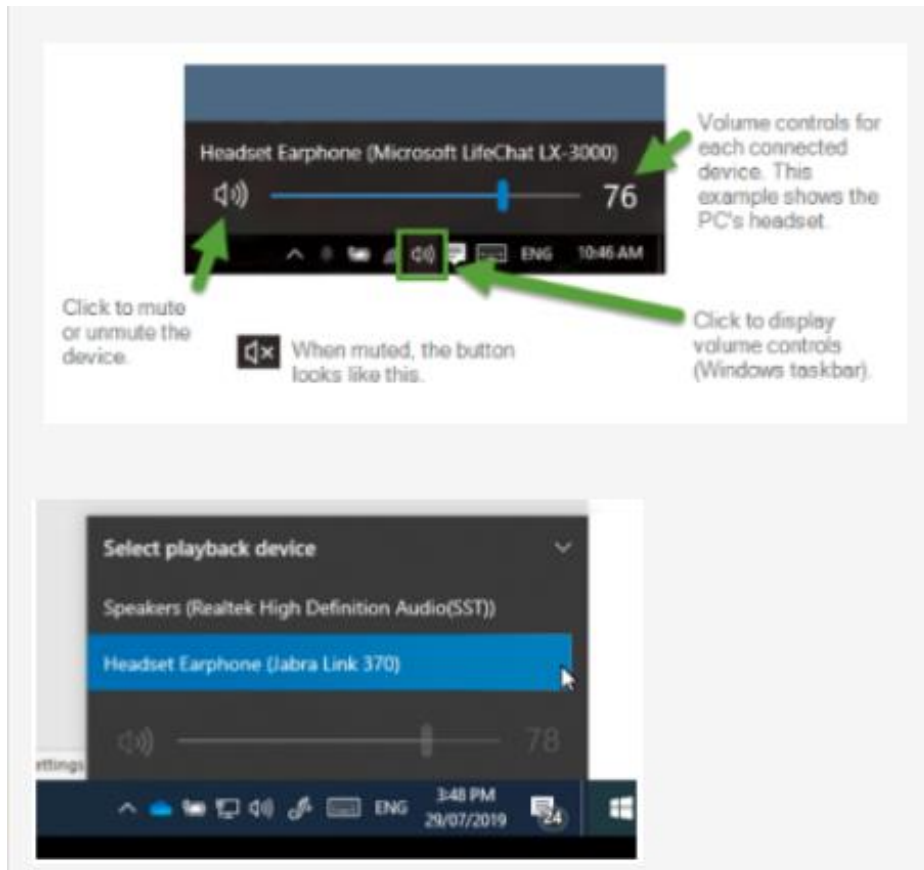
Default ✓



If you are no longer in a call and using a Windows PC (Windows operating system), try this to check your speaker settings (audio output):

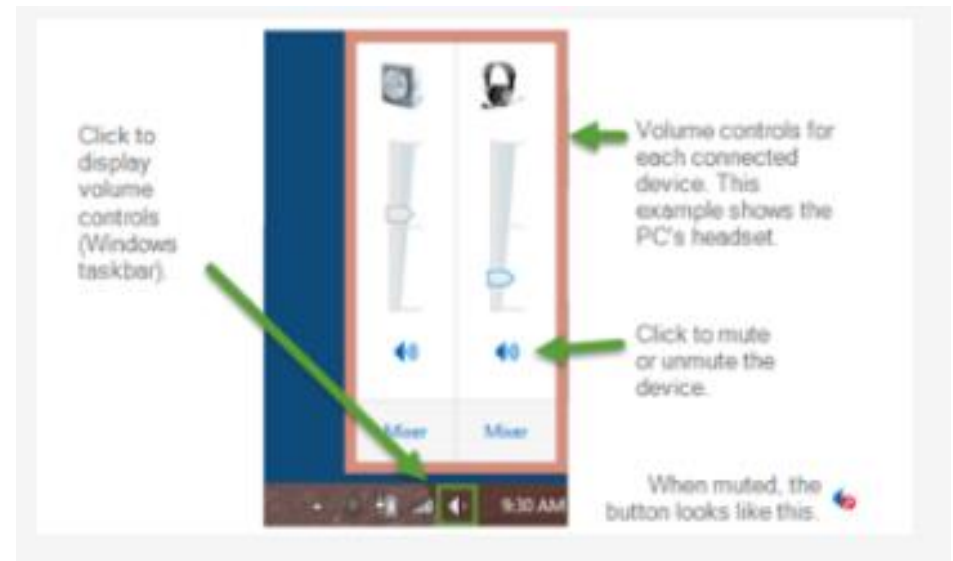
Windows 10

At the bottom of the taskbar, click on the speaker icon and check your settings.



Windows 8 & 7

At the bottom of the taskbar, click on the speaker icon and check your settings.



You can hear an Echo

Microphones and speakers, if not properly set up, can cause an echo during your call. An echo is most often produced when the microphone picks up the sound of the speakers.

- If you are using external speakers, position the speakers away from your laptop microphone and try reducing the volume.
- If you are using an external microphone move it further away from your speakers.
- If available, try using a headset or headphones instead of speakers and microphones if the above suggestions do not work.



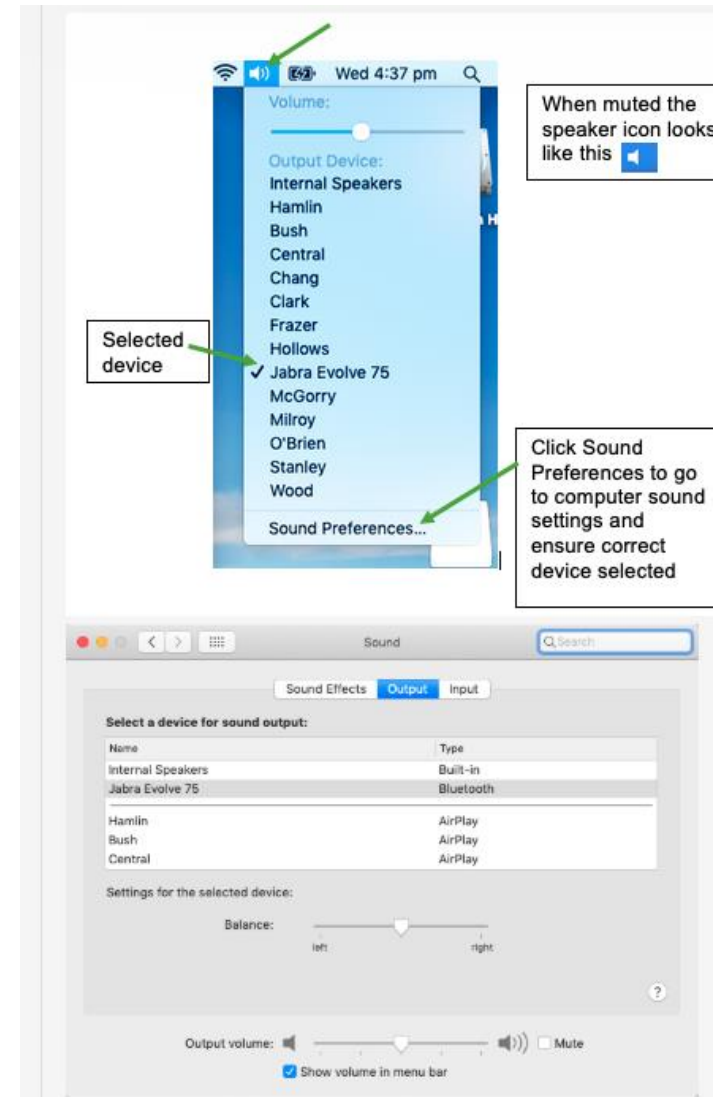
Others can't hear me

Others can't hear me

- Conduct a Test call (Precall test) to ensure the platform can access your microphone.
- Ensure your microphone is not muted in your video call screen.
- If using an external microphone ensure it is firmly plugged in. Try unplugging it and plugging it back in again as this forces your computer to detect it.
- Ensure your microphone is not muted and the volume is set adequately, especially if you have volume control on your external headset.
- Ensure there is no other software such as Skype or a video conferencing client running on your device and using your microphone. It is best to completely close all these other applications when you are using Video Call.



If using a Mac and no longer in a call, try this to check your speaker (audio output) settings: Click on the speaker icon at the top right of your screen and select the preferred speaker from the available sound options.



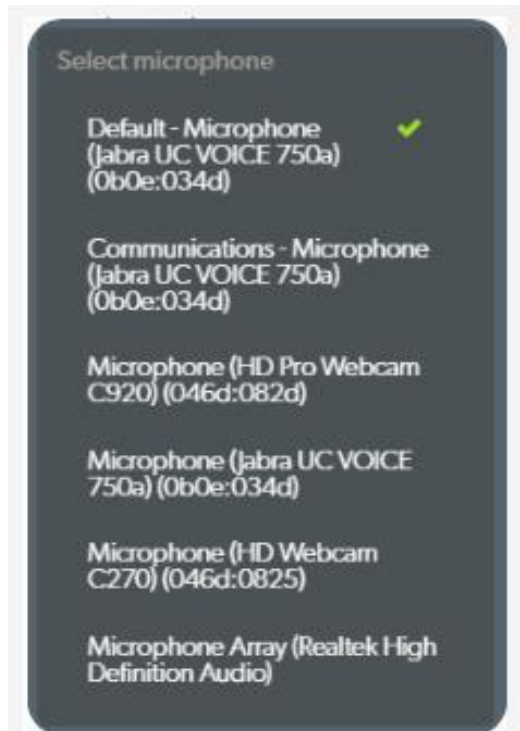
Selecting the correct microphone

There are three places you can check your microphone settings:

A From within the video call

Click on the settings icon and select a different microphone from *Select microphone*

The change only affects the current call



Mobile Example (Android and iOS):

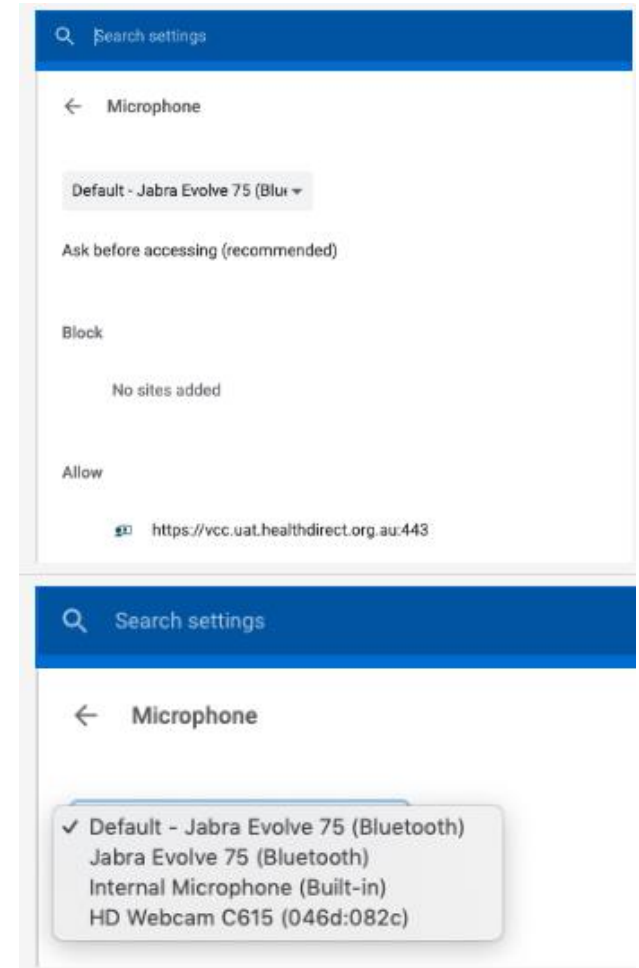


B Browser microphone settings - if you are no longer in a call you can view and set your microphone settings in your Chrome browser.

1. In a Google Chrome browser, open a new tab and in the address bar enter: `chrome://settings/content/microphone`. Google Chrome's Microphone settings page opens

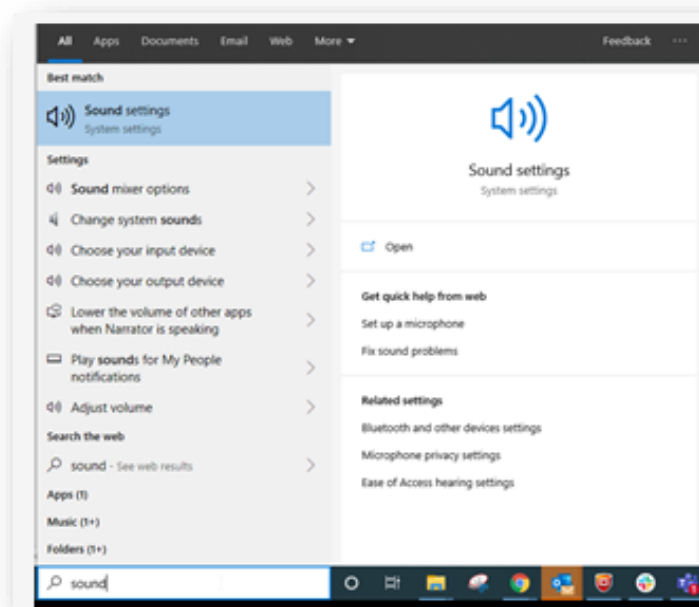
You can check if any sites are blocked from using your mic here and can select allow for a particular site.

2. Select the microphone you want as your default from the drop-down

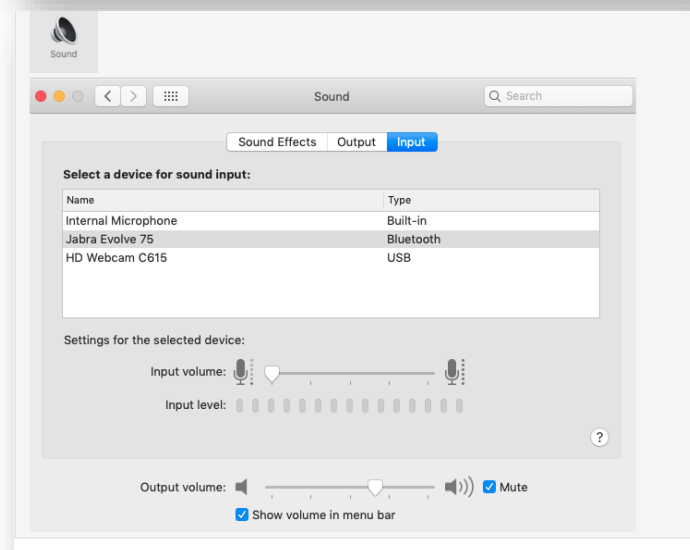


C Computer microphone settings – Go to your computers audio settings where you can check the microphone currently selected and change if you have more than one available

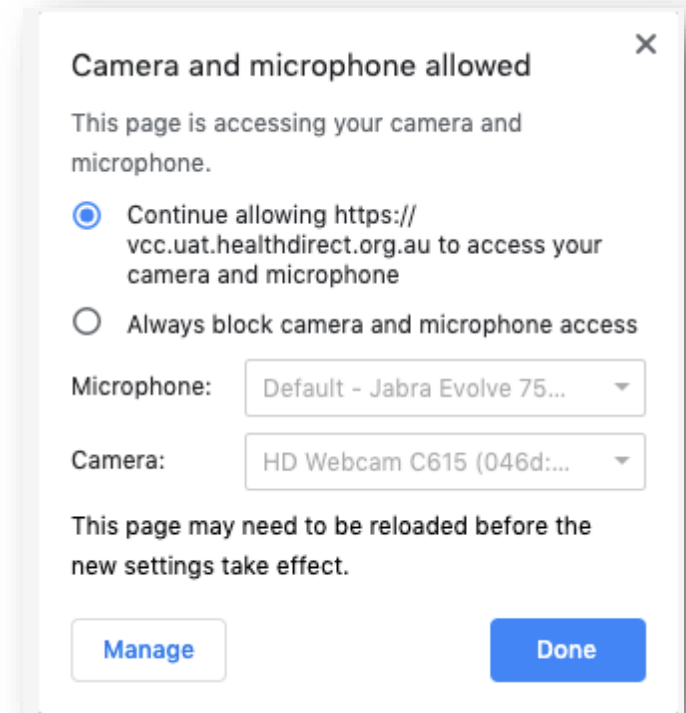
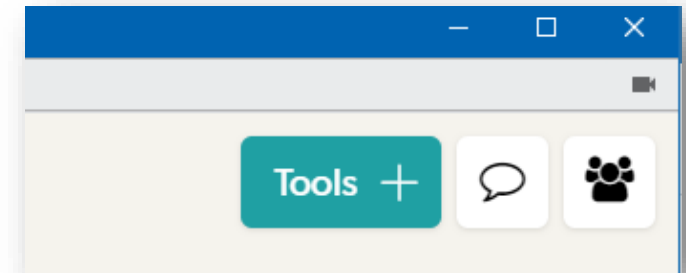
On a Windows PC go to Search in your task bar and type 'Sound'. Select the required microphone in sound settings



On a Mac go to System Preferences and click on Sound. Click on Input and check the correct microphone is selected.



Please note that you can also click on the small camera icon at the top right of your call screen to see the camera and microphone being used by the browser



Microphone tips

If you still cannot be heard clearly, this could be due to additional noise like fan noise from your computer, background noise in the room, feedback from your speaker audio being picked up by your microphone, or just being too far away from the microphone.

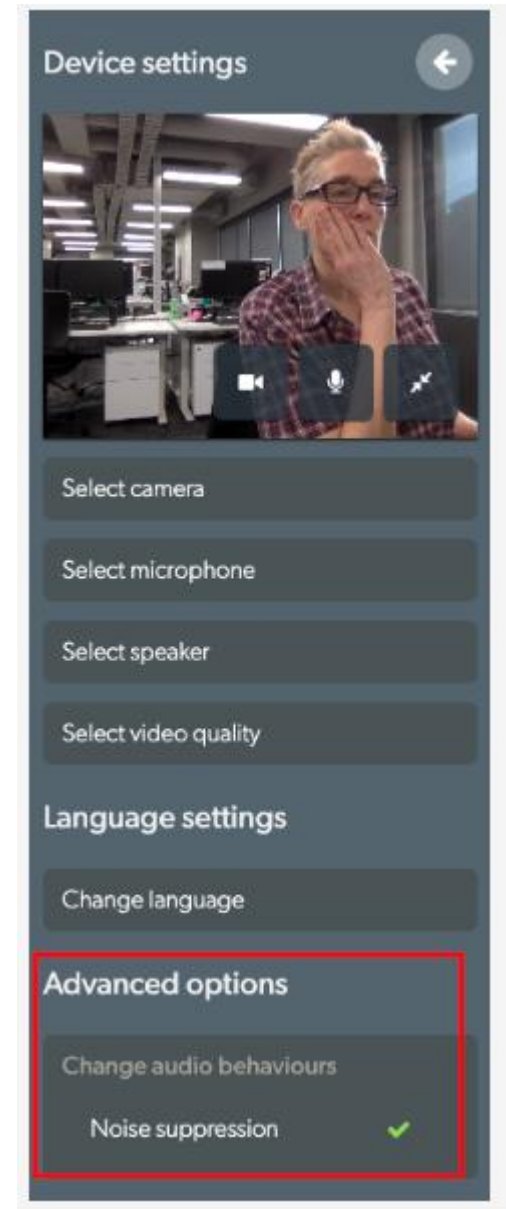
- Ensure your microphone is not muted.
- If you have an **external USB web camera**, its microphone will likely be better than an inbuilt one and pick up less noise from the computer.
- If you have a **headset with a microphone**, it will provide the clearest audio with the least background noise.
- If you have a USB echo-cancelling combined microphone/speaker unit, make sure it is selected for use as both the microphone and speaker.

Advanced Audio Options – helpful for Speech Pathology

Having noise suppression on helps the quality of the call by cancelling background sounds however, there may be situations where this is a hindrance, rather than an advantage, eg., when conducting speech pathology consultations where the patient or clinician needs to make repetitive noises other than normal speech.

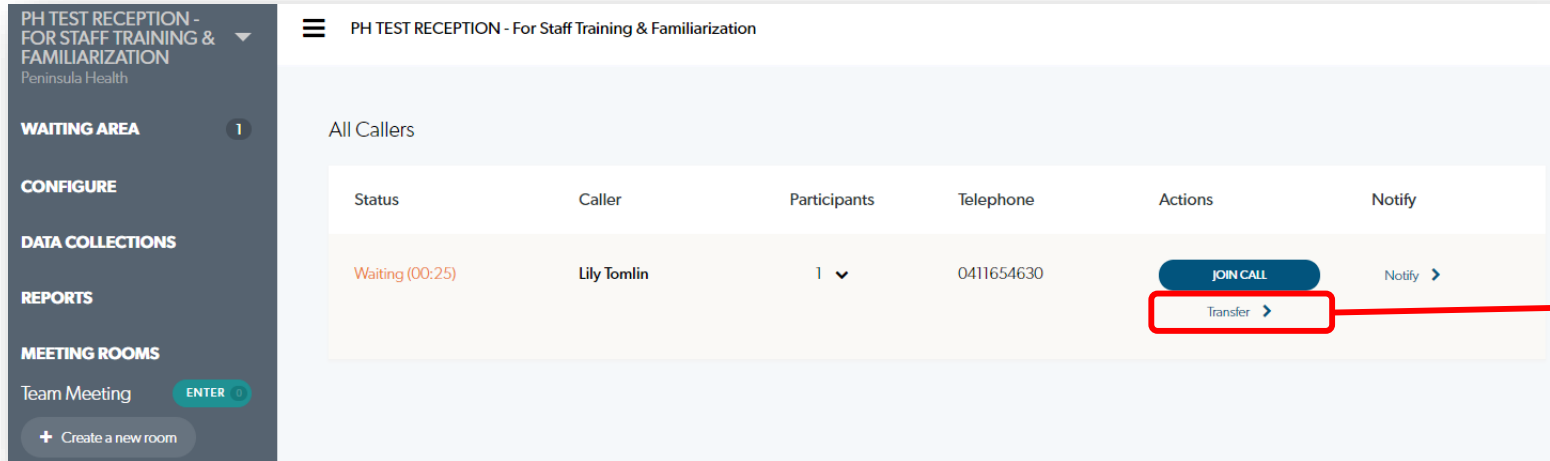
To remove noise suppression go to *Advanced Options*, click on *Change Audio Behaviours* to access noise suppression settings. Click on *Noise Suppression* to toggle between on and off settings (on displays a green tick).

There is generally no requirement to touch this setting and it is configured to be 'On' for all calls by default.



Transferring your call

Cold Transfer - Transferring a call without joining the call



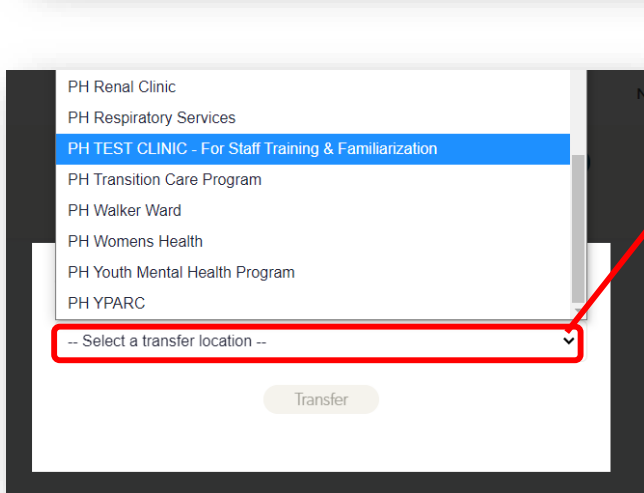
The screenshot shows the 'PH TEST RECEPTION - For Staff Training & Familiarization' interface. On the left is a sidebar with navigation options: WAITING AREA (1), CONFIGURE, DATA COLLECTIONS, REPORTS, and MEETING ROOMS. The main area displays 'All Callers' with a table:

Status	Caller	Participants	Telephone	Actions	Notify
Waiting (00:25)	Lily Tomlin	1	0411654630	JOIN CALL Transfer >	Notify >

A red box highlights the 'Transfer >' button in the Actions column.

1

You can transfer a patient directly from the *Waiting Area Patient Queue* without joining the call by selecting *Transfer* under the actions column.



The screenshot shows a dropdown menu for selecting a transfer location. The menu is open, displaying a list of waiting areas:

- PH Renal Clinic
- PH Respiratory Services
- PH TEST CLINIC - For Staff Training & Familiarization
- PH Transition Care Program
- PH Walker Ward
- PH Womens Health
- PH Youth Mental Health Program
- PH YPARC

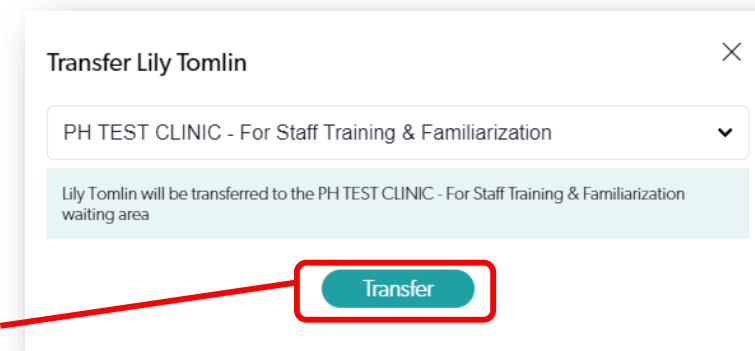
A red box highlights the bottom option: '-- Select a transfer location --'. Below the dropdown is a 'Transfer' button.

2

Select the Waiting Area you wish to transfer the caller to. You will only be able to transfer patients to waiting areas you are a member of, either a *Team Member* or *Service Referrer*.

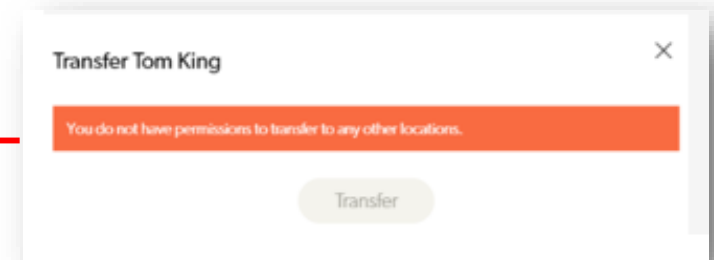
3

Click the Transfer button to complete the transfer. The caller will then disappear from your waiting area and appear in the new waiting area



The screenshot shows a dialog box titled 'Transfer Lily Tomlin'. It contains a dropdown menu with 'PH TEST CLINIC - For Staff Training & Familiarization' selected. Below the dropdown, a message states: 'Lily Tomlin will be transferred to the PH TEST CLINIC - For Staff Training & Familiarization waiting area'. A red box highlights the 'Transfer' button at the bottom.

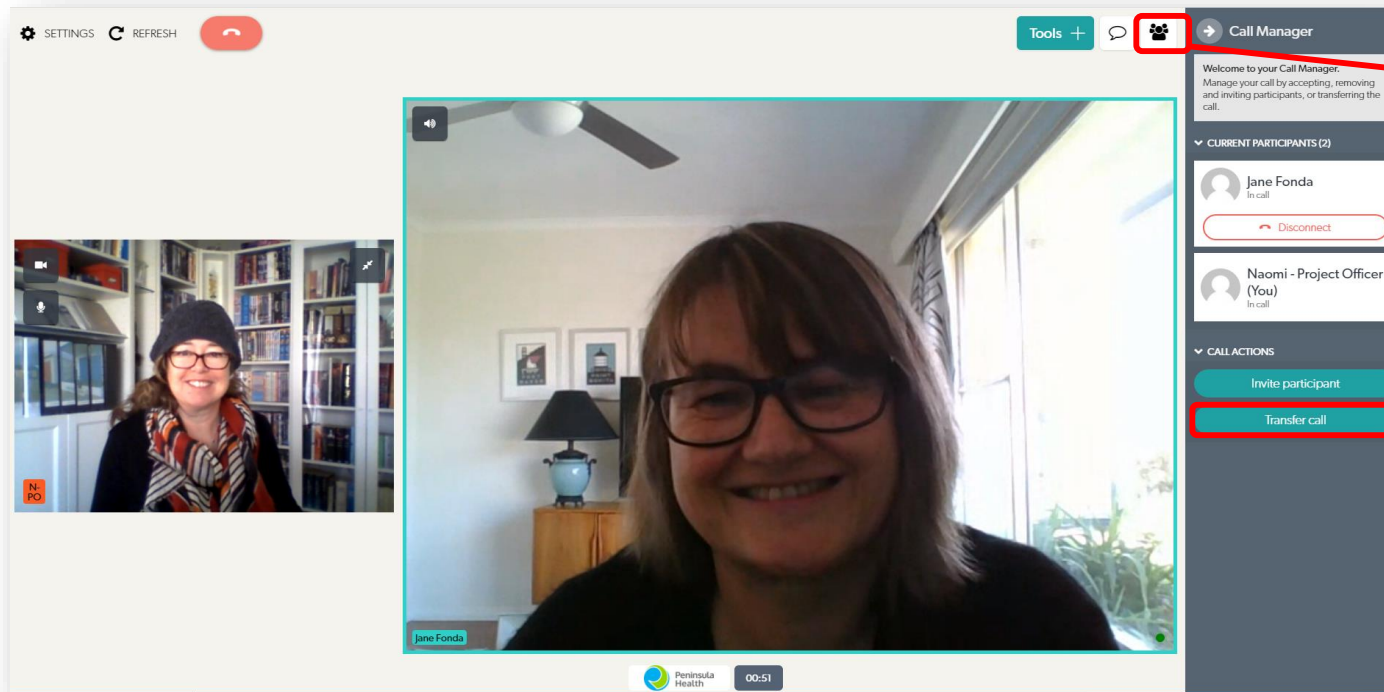
If you see this message or the clinic you wish to transfer the patient to does not appear in your drop down menu please contact you manager, the clinic *Telehealth Administrator*, or the Peninsula Health Telehealth Team to add you to the clinic as a *Service Referrer*.



The screenshot shows a dialog box titled 'Transfer Tom King'. It contains an orange error message: 'You do not have permissions to transfer to any other locations.' Below the message is a 'Transfer' button.

Warm Transfer - Transferring a Caller while in the call

Reception staff and some clinicians (depending on clinical area) will need to transfer patients to a different *Waiting Area Patient Queue* for the clinical consult.

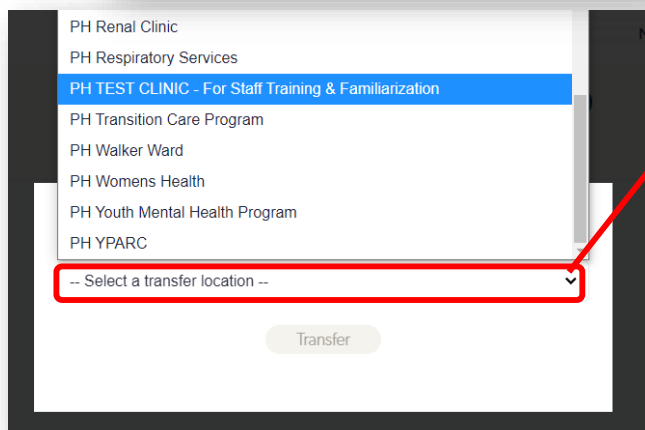


1

Once you have *Joined* the call, click on the task manager icon button

2

Click the transfer call button



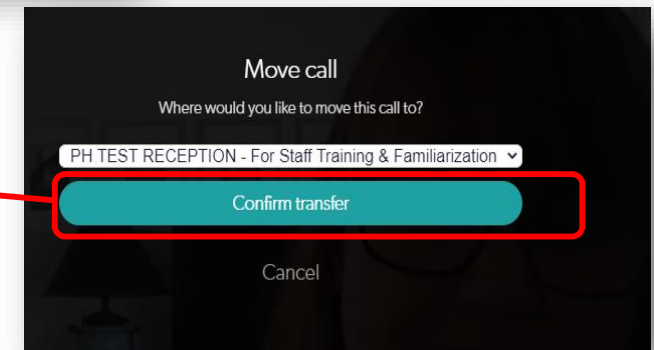
3

Choose the waiting room the client will be transferred to from the dropdown list

4

Confirm transfer

Please note: While this process occurs, you will see a black screen, but the patient can still see and hear you until you leave the call



Move call

Where would you like to move this call to?

PH TEST RECEPTION - For Staff Training & Familiarization

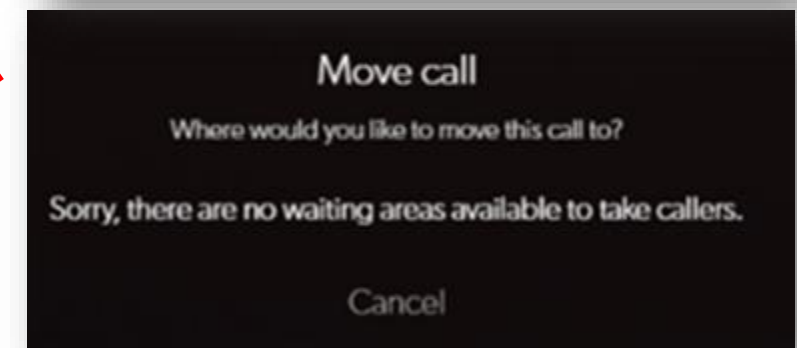
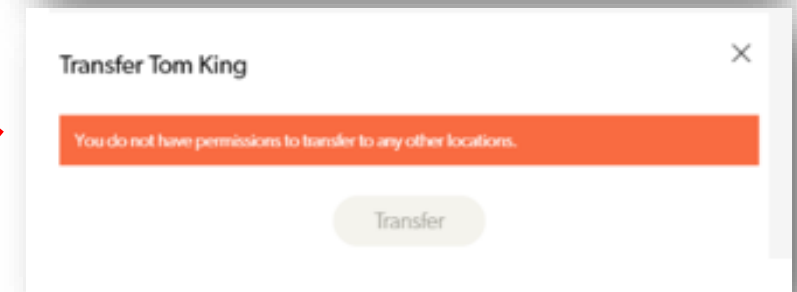
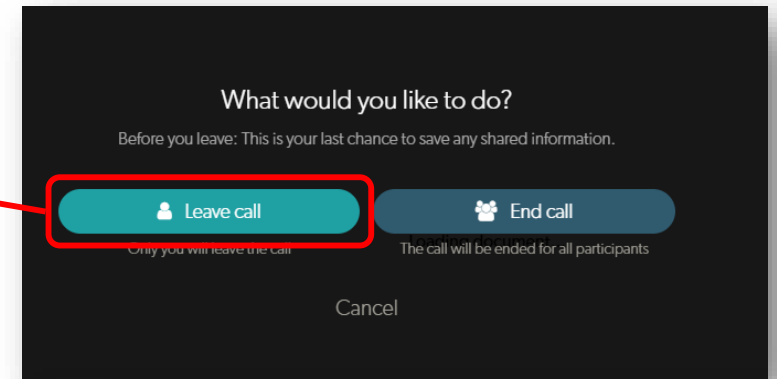
Confirm transfer

Cancel

5

To complete the transfer make sure you click on the red phone symbol and *Leave Call* – you will leave the call and the patient will then be left in the clinicians waiting room (If you *End Call* it disconnects everyone on the video call session)

If you see these message or the clinic you wish to transfer the patient to does not appear in your drop down menu please contact you manager, the clinic *Telehealth Administrator*, or the Peninsula Health Telehealth Team to add you to the clinic as a *Service Referrer*.



Tip: Make sure you have not accidentally minimised any screens with a patient still in the call – they will be able to see and hear you if you have not ended the call properly.

Leaving the call and ending the call

When you click on the red phone symbol you are presented with 2 options:

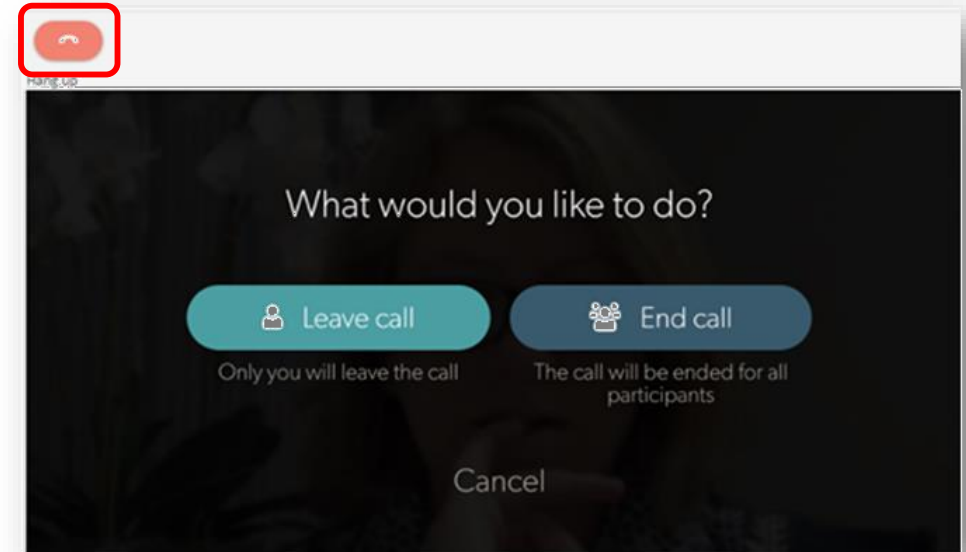
1. Leave Call

When you 'Leave a Call' only you leave the call and the other participant remains connected in *healthdirect*, eg.,

- Patient remains in the *Waiting Area Patient Queue* until joined by the next staff member
- Where there are more than 2 participants joined in a call the consultation or group continue after you leave the call

2. End Call

Ending a call will disconnect all participants from the video call. You would do this when the consultation/session with the patient or group is completed.



Case Conferences and Groups

Healthdirect Video Call can support up to 6 callers in one video call depending on bandwidth


However Peninsula Health staff experience to date suggests that 3 callers plus, the staff member facilitating the case conference or group, is optimal

To easily identify if a person in the *Waiting Area Patient Queue* is a participant in a case conference or group please advise the participant when they initiate a video call and are asked to enter their details to the follow these conventions:


- (i) Enter their relationship to the patient or group name in the *First Name* box; and
- (ii) The patients name (or their own if they are a patient group participant) in *Last Name* box.

First Name	Last Name
Relationship to patient Egs., Sister of, Support Worker, GP	Patient first & last name Eg., Rose DeWitt
Group Name Eg., Breast Care Support Group	Patient first & last name Eg., Sarah Conner

Video Call Setup



PH TEST CLINIC - For Staff Training & Familiarization



Patient/Client Name (the person this call is about) ✓

Sister of
Rose DeWitt

Phone Number

0411012555
Australia (+61)

Appointment with: ✓

Jack Dawson

I accept the [Terms of Use](#) and [Privacy Policy](#) and acknowledge that Healthdirect uses cookies in accordance with its [cookie policy](#).

Continue

By using this service you agree to the [Coviu Terms of Service](#) and [Privacy Policy](#)
Powered by Coviu

Case conferencing Example

All Callers					
Status	Caller	Participants	Telephone	Actions	Notify
Waiting (05:20)	Rose DeWitt	1 ▾	0411654630	JOIN CALL Transfer >	Notify >
Waiting (00:17)	Sister of Rose DeWitt	1 ▾	0411012555	JOIN CALL Transfer >	Notify >
Waiting (00:08)	Support Worker Jack Dawson	1 ▾	0411654630	JOIN CALL Transfer >	Notify >

Group Example

All Callers					
Status	Caller	Participants	Telephone	Actions	Notify
Waiting (02:11)	Breast Care Support Group Sarah Conner	1 ▾	0411654630	JOIN CALL Transfer >	Notify >
Waiting (00:38)	Breast Care Support Group Michelle Robinson	1 ▾	0411014555	JOIN CALL Transfer >	Notify >
Waiting (00:07)	Breast Care Group Hillary Rodham	1 ▾	0411013555	JOIN CALL Transfer >	Notify >

Adding Multiple Calls

From the *Waiting Area Patient Queue* 'join call' with one of the participants as per normal practice.

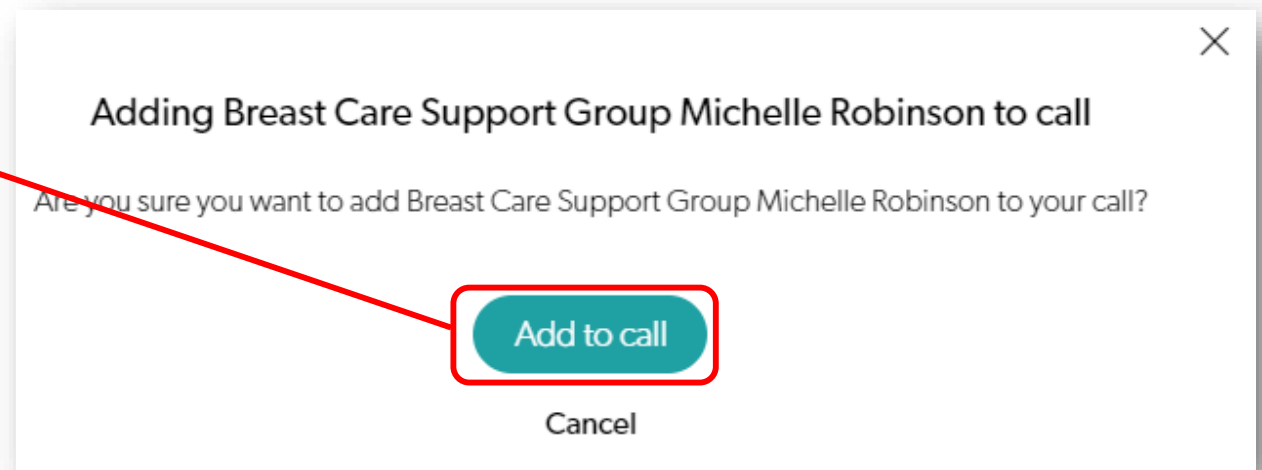
In this example the clinician joined the patient Sarah Conner first.

Once you are in a call if you return to the *Waiting Area Patient Queue* (you will need to minimise the video call screen first to see the Waiting Area Patient Queue – see instruction overleaf) you will have the option to 'Add to Call' by clicking on the peach coloured button.

This will join the other participant to the original call. You will be asked to confirm that you would like to join the new caller to your call.

Repeat this until all callers are connected.

Status	Caller	Participants	Telephone	Actions	Notify
Waiting (09:18)	Breast Care Support Group Michelle Robinson	1 ▾	0411014555	ADD TO CALL + Transfer >	Notify >
Waiting (08:47)	Breast Care Group Hillary Rodham	1 ▾	0411013555	ADD TO CALL + Transfer >	Notify >
Being seen (00:39)	Breast Care Support Group Sarah Conner	2 ▾	0411654630	MY CALL	Notify >

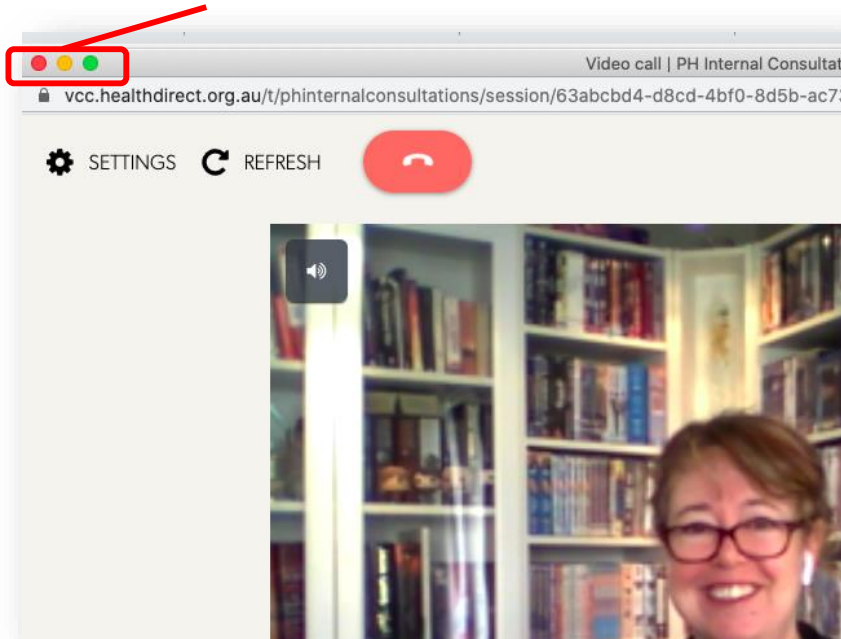




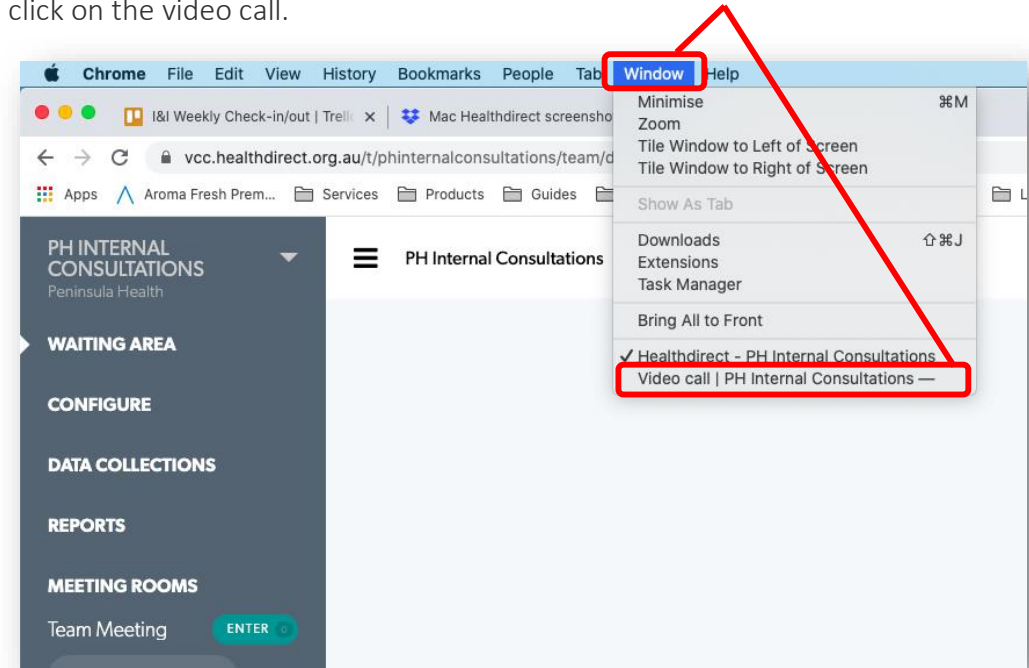
Minimising & maximizing a screen in MacOS

To access the Patient Waiting Area Queue while in a call, you need to minimise the Video Call Consultation screen.

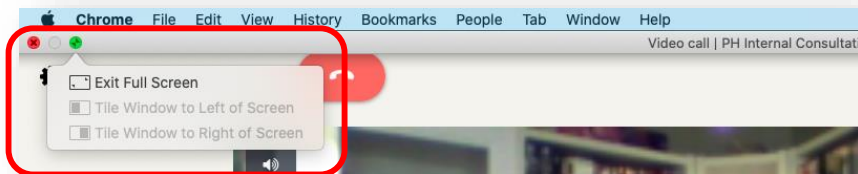
Minimise: Click the orange button to minimise the call and return to the *Patient Waiting Area Queue*. You can then add the another caller to the call. You will automatically be returned to the *Video Call Consultation Screen*.



Maximise: If for any reason you minimise the *Video Call Consultation Screen* and need to return to it, without adding another caller, you can maximise the screen by clicking *Window* in the top taskbar, scroll down to the bottom and click on the video call.

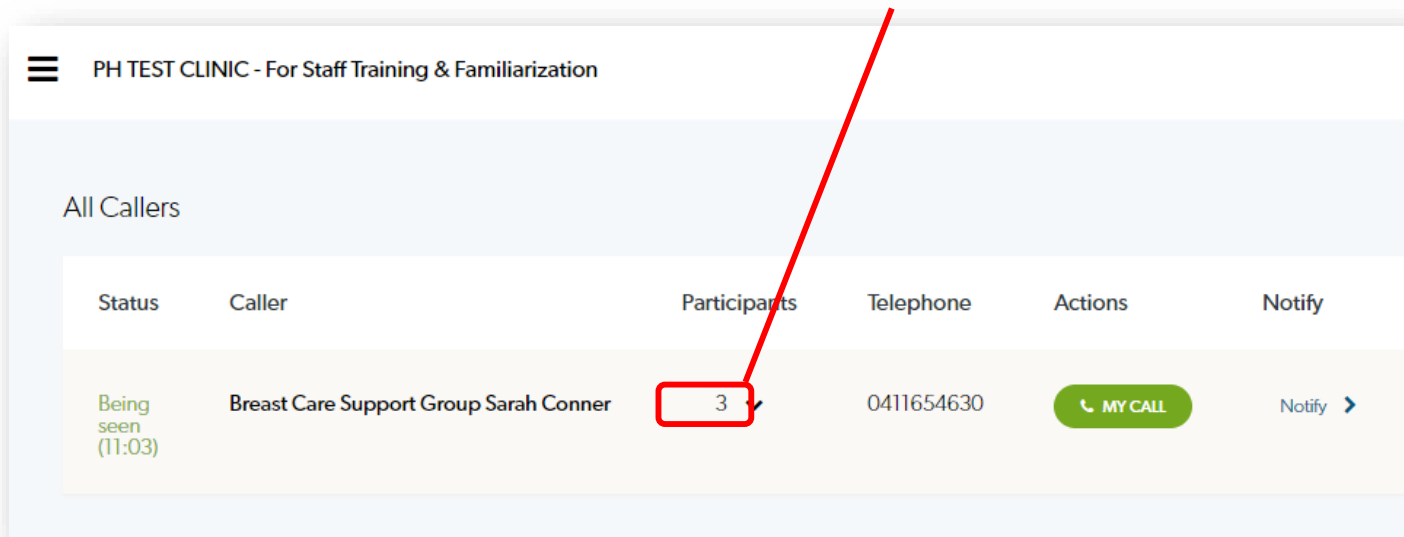


Exit Full Screen: You may find yourself in full screen mode while in the Video Call Consultation Screen. To Exit Full Screen mode, click on the Green button on the top left of the screen.



Participants Connection Information

Clicking on the Participants Drop Down Menu will allow you to see the connection information for each participant. This is useful information if you need to troubleshoot any connection issues.



Status	Caller	Participants	Telephone	Actions	Notify
Being seen (11:03)	Breast Care Support Group Sarah Conner	3	0411654630	MY CALL	Notify >

Participants

Only currently active participants are displayed

Breast Care Support Group Sarah Conner
Guest

Microphone On Video On
Excellent ↑ 3024kbps ↓ 3111kbps
Mobile Safari 13.1.1 iOS 13.5.1

DISCONNECT

Breast Care Group Hillary Rodham
Guest

Microphone On Video On
Excellent ↑ 664kbps ↓ 502kbps
Chrome 85.0.4183 Windows 10.0.0

DISCONNECT

Naomi - Project Officer (You)
Host

Microphone On Video On
Good ↑ 318kbps ↓ 318kbps
Chrome 85.0.4183 Windows 10.0.0

DISCONNECT

CALD Resources

The *healthdirect* Patient Information sheet is available in multiple languages. You can find these in <P:\Telehealth Working Group\Healthdirect Translations.zip>

Interpreting Services

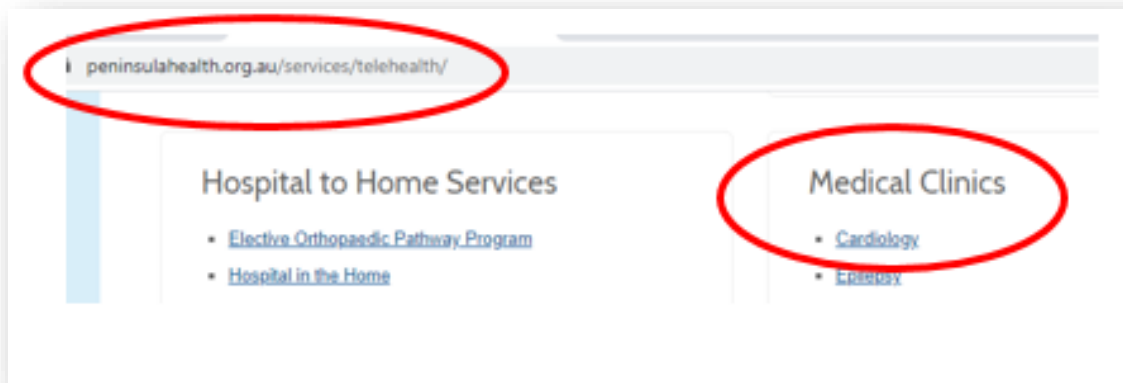
Booking an Interpreter

If you wish to book an Interpreter to support your *healthdirect* telehealth consultation, please follow the usual processes in the *Interpreter Services Guideline* located in [Prompt](#).

Make sure you include in your booking request the URL (telehealth clinic link) required for the interpreter to connect to the same *healthdirect* clinic as the patient.

If you are unsure about what information to provide please check with the person responsible for booking the patient telehealth appointment as this information should be exactly the same as the information provided to the patient.

For example



Appointment Details:

When: 2pm Monday 3 August 2020

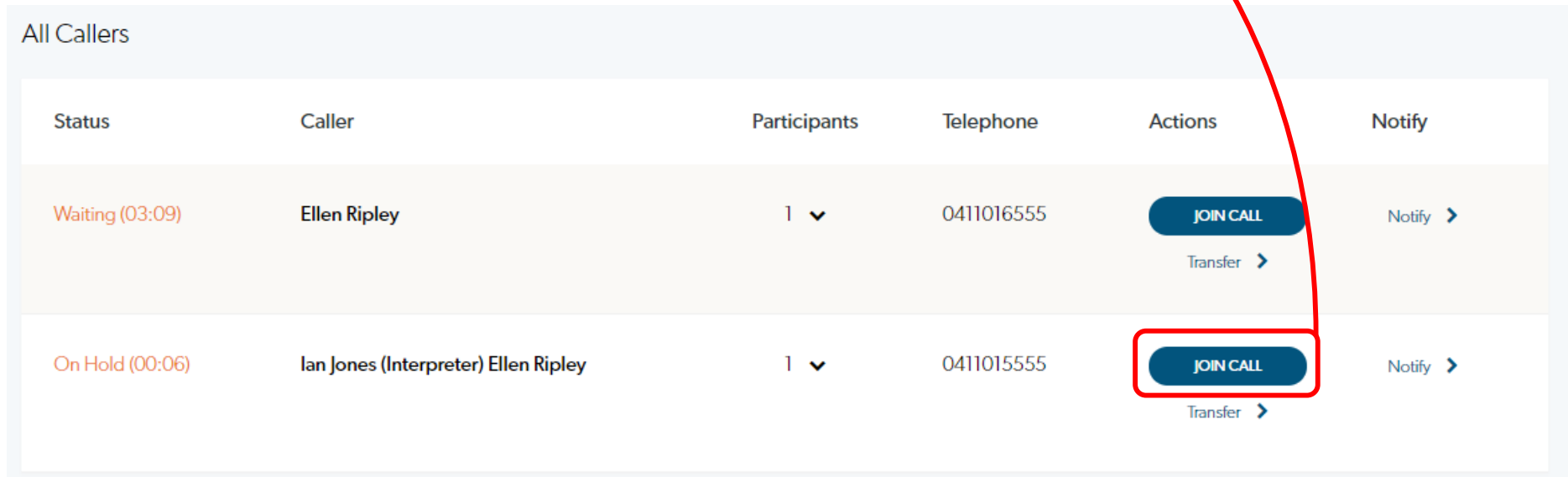
Where (URL): www.peninsulahealth.org.au/services/telehealth
(this is equivalent to the address and this information does not change)

Select: The clinic in which the interpreter is required, in this example, Medical Clinics – Cardiology
(this information is telling you where the clinic is 'located' at the 'address' and needs to be provided at the time of booking to ensure the interpreter 'arrives' at the same clinic as the patient)

Connecting to the Interpreter

Clinician Direct Process

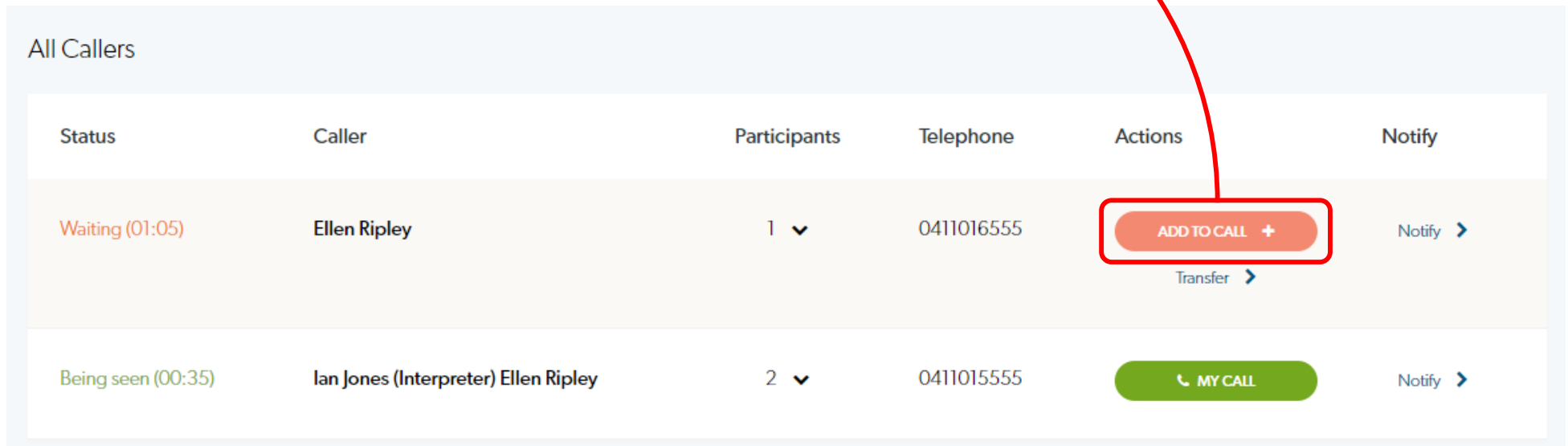
1. Log into Health Direct <https://vcc.healthdirect.org.au>
2. Locate the Interpreter in the Waiting area and click on the Join Call button
3. Advise the Interpreter you are going to add the Patient to the Video Conference
4. Minimise your screen to return to the Waiting area
5. Locate your Patient and click on the Add to Call button
6. You will now be connected to both the Interpreter and Patient and can begin your consultation



Status	Caller	Participants	Telephone	Actions	Notify
Waiting (03:09)	Ellen Ripley	1 ▼	0411016555	JOIN CALL Transfer >	Notify >
On Hold (00:06)	Ian Jones (Interpreter) Ellen Ripley	1 ▼	0411015555	JOIN CALL Transfer >	Notify >

Reception Assisted Process

1. Log into Health Direct <https://vcc.healthdirect.org.au>
2. Locate the Interpreter in the Waiting area and click on the Join Call button
3. Advise the Interpreter you are going to add the Patient to the Video Conference
4. Inform the interpreter that they have the option to mute their microphone and video while waiting for the clinician to join the call. This will enable them to complete other work while they wait and/or avoid unnecessary conversation between the patient and the interpreter.
Request that they inform the patient if they choose to do this.
5. Minimise your screen to return to the Waiting area
6. Locate your Patient and click on the Add to Call button
7. You will now be connected to both the Interpreter and Patient
8. Transfer the call as normal to the clinics patient waiting queue
9. Clinician joins the call and both the patient and interpreter will be there to start the consultation

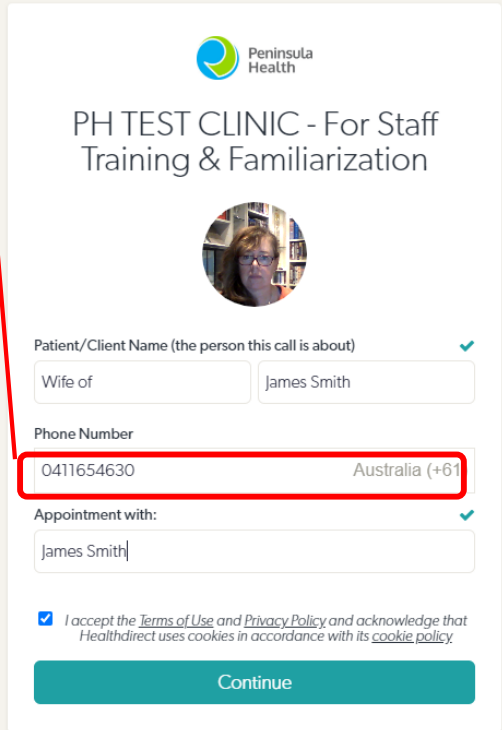


Status	Caller	Participants	Telephone	Actions	Notify
Waiting (01:05)	Ellen Ripley	1 ▼	0411016555	ADD TO CALL + Transfer >	Notify >
Being seen (00:35)	Ian Jones (Interpreter) Ellen Ripley	2 ▼	0411015555	📞 MY CALL	Notify >

Virtual Visiting

Healthdirect can also be used to host a virtual visit to connect patients in an isolated ward to their families who are unable to visit. The process to host a visit is similar to outpatient appointments but requires a portable device to be given to the patient:

- Step 1.** Pre-arrange a mutually convenient time to connect the patient to their family (day, time & duration of the visit)
- Step 2.** Prepare the family by:
- Referring them to the appropriate clinic on the external Peninsula Health website at <https://www.peninsulahealth.org.au/services/telehealth/>;
 - Providing them with 'Patient calling information sheet' (page 25) so they understand the technical requirements of the call & the 'Trouble shooting' information sheet (page 27);
 - Agreeing on a back-up plan if they are unable to connect, eg., the ward clerk will call you on your telephone for a telephone conversation instead;
 - Advise them to sign into *healthdirect* at the appointment time using the patient's name and their relationship with the patient, ie. First name: *Wife of* and Surn ame: *James Smith*
- Step 3.** At the visit time, set up the call on a desktop computer or other suitable device. A staff member will need to login in to host the call;
- Step 4.** The staff member hosting the call then connects the iPad or tablet to be given to the patient, via the PH website, using the patient's name to sign.
- Step 5.** On the desktop the staff member joins the patient call. The staff member is now connected in a call with the patient on the portable device;
- Step 6.** The staff member then connects to the family member(s) by clicking on 'Add to call' from the waiting area queue. See Adding Multiple Callers on page 47 for more information;
- Step 7.** Use a detergent wipe to clean the portable device and place it in a clear plastic bag and give it to the patient;
- Step 8.** The host can then 'leave the meeting' (don't end the meeting). The patient and family can then visit privately.
- Step 9.** At the end of the virtual visit the patient & family end their calls; and finally
- Step 10.** When the patient is finished with the portable device wipe down the plastic bag, discard it, remove gloves, perform hand hygiene, replace gloves and wipe down device with a detergent wipe



Peninsula Health

PH TEST CLINIC - For Staff Training & Familiarization

Patient/Client Name (the person this call is about) ✓

Wife of James Smith

Phone Number

0411654630 Australia (+61)

Appointment with: ✓

James Smith

I accept the [Terms of Use](#) and [Privacy Policy](#) and acknowledge that Healthdirect uses cookies in accordance with its [cookie policy](#).

Continue

Note: You can arrange a number of patients to have visits at the same time so long as you have a device for each patient. All family members will enter the same waiting area so staff need to make sure you 'join' the right family to the right patient.

Dashboard as seen by the staff member with the patient and family waiting to be connected

Patient in waiting area on portable device connected by the staff member via the PH website

Patient's daughter in waiting area

Patient's wife in waiting area

PH TEST CLINIC - For Staff Training & Familiarization

All Callers

Status	Caller	Participants	Telephone	Actions	Notify
Waiting (06:40)	James Smith	1	0397847777	JOIN CALL Transfer >	Notify >
Waiting (01:08)	Daughter of James Smith	1	0411654630	JOIN CALL Transfer >	Notify >
Waiting (00:14)	Wife of James Smith	1	0411654630	JOIN CALL Transfer >	Notify >

Dashboard as seen by the staff member when some of the callers are connected

The patient's daughter waiting to be added to the call

The staff member, the patient and his wife connected in the call


PH TEST CLINIC - For Staff Training & Familiarization

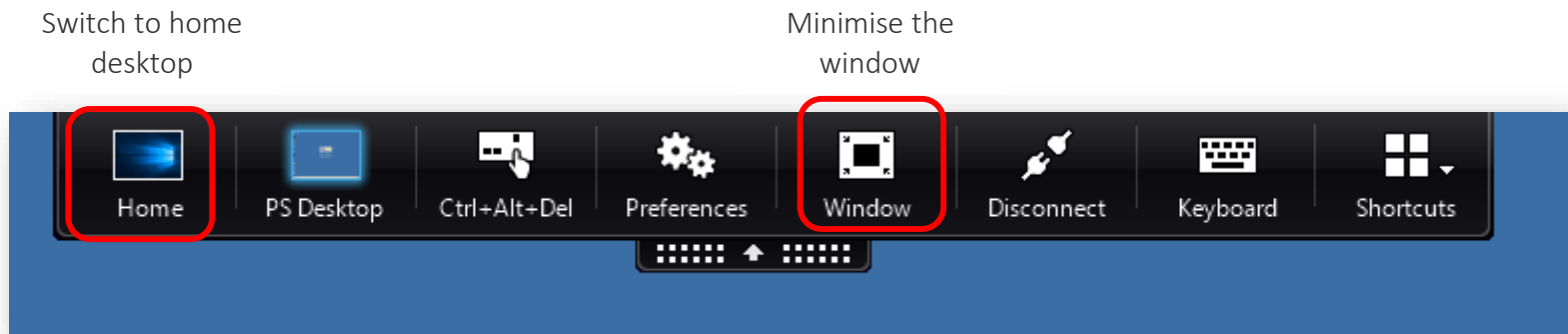
All Callers

Status	Caller	Participants	Telephone	Actions	Notify
Waiting (05:05)	Daughter of James Smith	1	0411654630	ADD TO CALL + Transfer >	Notify >
Being seen (01:12)	James Smith	3	0397847777	MY CALL	Notify >

Tips for working from home

Currently Citrix Workspace does not allow video calling on any platform. This means that in order to undertake a video call you will need to connect to *healthdirect* via your home browser. This is safe as the patient doesn't see any personal information other than your profile name. Make sure you close any personal applications in the background. Remember, when you are in a video call in *healthdirect*, you are in a work place.

There may be times when it is necessary to switch between healthdirect on your home browser and the Peninsula Health desktop via Citrix Workspace, for example when you need to review or write in the medical record. You can minimise the PH desktop, or open it in a smaller window, by clicking on the toolbar at the top of the screen.  A number of options will be available.



The task view shortcut at the bottom of the screen is also a useful tool to toggle between applications (your home desktop or the PH desktop via Citrix).



For further assistance please contact one of the following:

Naomi Winter · Improvement & Innovation Advisor
Data, Reporting, and Improvement · Peninsula Health Informatics
Mobile 0411 654 630
Telehealth@phcn.vic.gov.au

Shona Callum · Site Coordinator · Non-admitted Care Costing Study
Peninsula Health · PO Box 52, Frankston Vic 3199
Mobile 0414 247 555
Telehealth@phcn.vic.gov.au