

Starter guide

Congratulations on registering for the healthdirect Video Call service.

This guide will help you customise Video Call to suit your practice and get you started with your first video consultation.

Before you can hold a healthdirect Video Call consultation you need to customise it, or as we say, configure it. But before you configure anything, it is best to read the information in this starter guide about what you should consider. **At the end of each section there is a link to step-by-step instructions for each area you need to configure.**

[Step 1: Pre-call test](#)

[Step 2: Create your account and configure your practice](#)

[Step 3: Getting your patients started with Video Call](#)

[Step 4: Conduct a healthdirect Video Call consultation](#)

Step 1: Pre-call test

A [pre-call test](#) must be undertaken on every computer, mobile phone or tablet that will be used for healthdirect Video Call to determine if it is suitable for online video consultations. Each pre-call test takes about one minute. It will check audio, video, browser and internet capability. [Find out how to resolve issues](#) if any part of the test is failed.

Step 2: Create your account and configure your practice

When you click on the 'Create your account' button on your registration email, you will be taken to a page that asks for your name (this will appear on your account) and for you to set up your personal password – it must have at least 13 characters but there are no rules around letters, numbers or special characters.

Don't forget to save the sign in page to your 'Bookmarks' or 'Favourites' so it's easy to sign in every day.

After signing in, you will be in your virtual waiting area (but there will be no-one waiting). On the left-hand side there is a dark-grey panel with a small triangle indicating that you are in the waiting area. If you click on 'Configure' (underneath waiting area) it will take you to a new page where you will see the seven sections that you can configure across the top of the page – Clinic, Team Members, Add-ons, Call Interface, Call Quality, Waiting Area and Waiting Music.

It is not essential that you set up all these sections before your first Video Call. In case you're in a hurry we've categorised these as:

- essential configuration tasks – clinic, team members, waiting area
- optional configuration tasks – add-ons, call interface, call quality, waiting music.

Essential configuration tasks

Clinic

The 'Clinic name' and 'Unique domain' are already prepopulated from the information you provided in the registration form. You can change them if you wish. Your unique domain is part of the web link that you will send to patients so they can have a Video Call consultation. You should not change your unique domain after you have started making Video Call appointments. If you change anything make sure you click on the 'Save' button at the bottom of the page.

You can add your logo (if you want to) so that it appears on your waiting area or you can do this later.

It is advisable to add a support contact (this may be your receptionist or practice manager) so that your GPs or patients can contact someone if they are having difficulties with Video Call. These details will appear on the GP's computer screen and in the waiting area. You can add one support contact for all situations or add one for GPs and a different one for patients.

See step-by-step instructions (with screenshots) for how to [configure your clinic](#).

Team members

This is where you will add the GPs and any admin staff so they can use Video Call. Permissions are pre-selected for waiting areas, meeting rooms and user rooms (see [information about room types](#)) for each different role type. We suggest you de-select 'user rooms' as these are not necessary to consult with a patient and often cause confusion.

GPs and receptionists should be set up as 'team members'. Don't forget to set up at least one other person as an 'administrator' in case you are on leave.

See step-by-step instructions (with screenshots) for how to [configure team members](#).

After you have added in all team members, make sure each person logs in, sets their 13-character password and [edits their profile](#) to include a photo or change their name, username, email address or password.

Waiting area

General configuration – make sure you select the correct 'Timezone' – scroll down the dropdown list to 'Australia' and select the timezone that matches where you are located.

Share waiting area – there are different ways to provide your patients with entry to your waiting area – you can send them a weblink or send them to your website where they click on a button.

Waiting area hours – don't put your usual practice hours in the waiting area hours before considering when Video Call will be used. If GPs are likely to use Video Call after hours or on the weekend then it is best to set the waiting area hours as 24/7 access (to do this make every day start at 00 00 and finish at 24 00). If the waiting area is closed, Video Call cannot be used for a consultation. If your practice closes at 5pm but your GPs regularly work until 6 or 7pm, then it is best to have your Video Call waiting area close at 7pm or later to accommodate any consultations that go over time.

Supporting information for callers – information that your patients will see when they are on a Video Call (such as your privacy policy or terms of service). Some of these fields default to healthdirect Video Call policies so check that these align to your own policies or change or delete the links.

Patient entry fields – these are fields that patients will be asked to complete when they log in for a Video Call consultation. Video Call always asks patients for their first name and last name (so you don't need to configure this). In this section you add other fields for patients to complete. A field for phone number is already set up but you can remove it if it is not required. Also consider if you want to add new fields for Medicare consent or their Medicare number.

Automated messages – can be sent to patients after they enter the Video Call waiting area. You don't have to include any automated messages but consider a welcome message or a message after 10 minutes (600 seconds) apologising for the delay. You can also send your own personalised notifications from the waiting area dashboard.

See step-by-step instructions (with screenshots) for how to [configure all sections of your waiting area](#).

You can now start holding healthdirect Video Calls or continue configuring the 'Optional configuration tasks'. If you want to start making calls, go to [Step 3: Getting your patients started with Video Call](#) and Step 4: Conduct a healthdirect Video Call.

Optional configuration tasks

Add-ons

There is a range of pre-installed add-ons that provide powerful features and extensions to Video Call. See step-by-step instructions (with screenshots) for how to [customise these add-ons](#).

Call interface

You can configure Video Call to reflect your corporate branding with colours and a logo. See step-by-step instructions (with screenshots) for how to [configure your call interface](#).

Call quality

You only need to configure the call quality if you are noticing issues with your call quality. See step-by-step instructions (with screenshots) for how to [configure your call quality](#).

Waiting music

There are six different styles of music that you can choose for your waiting area. The default is 'Jazz & Blues' but you can easily change that through the dropdown list. Your patients will hear the music when they are in the waiting area – each patient can also change the music to suit their taste while they wait.

Step 3: Getting your patients started with Video Call

Use your usual practice software to book an appointment – healthdirect Video Call does not have an appointment booking system. Email or text an appointment confirmation to your patient.

Patients can start a Video Call through either:

- a weblink that you have emailed or texted to them (the same link is used for all patients visiting your practice – patients do not need any special software, passwords or individual links)
- a button that you have placed on your practice website (see how to [place a button on your website](#)).

If you don't know what your weblink is, it can be found on the right-hand side of your Video Call waiting area under 'Waiting area URL'.

Example email or text to a patient using a weblink:

Your video consultation at [practice name] is confirmed for [time and date]. Five minutes before this time, from the computer/phone/tablet you want to use for your video consultation, click on this link [practice waiting area URL]. You will be logged into your own private waiting area.

Example email or text to a patient using a button on your website:

Your video consultation at [practice name] is confirmed for [time and date]. Please go to the [practice name] website 5 minutes before this time and click on the button '(name on button)'. You will be logged into your own private waiting area.

Information for your patients

We have some quick guides you can email, or print and mail, to your patients before they first use healthdirect Video Call including:

- a [customisable two-page flyer](#) that you can download and change to include your practice details
- [how to begin a video call](#) guide.

View [Melbourne Health's video](#) (34 seconds) introducing their patients to healthdirect Video Call.

Troubleshooting

If there are difficulties during a Video Call, [our troubleshooting guide](#) will answer most of your concerns. If the troubleshooting guide doesn't help you, there are [other forms of support](#).

The Resource Centre that you are now in includes many step-by-step instructions, videos and downloads. Feel free to browse these resources or use the search function to find what you are looking for.

Step 4: Conduct a healthdirect Video Call consultation

It is very easy to conduct a healthdirect Video Call consultation.

Patients

To start a Video Call consultation, a patient clicks on the link that has been provided by the practice or on the button on the practice website. A form will ask for their name and any other information requested by the practice. The patient will then be in their own private waiting area. The patient will see a message from the practice (configured in 'Waiting area') and hear music – they can change the type of music they hear to suit their taste.

GPs

When the GP is ready, they log in to the waiting area, find their patient and click 'Join the call' next to the patient's name. The GP doesn't use a 'Meeting room' or 'User room' – they simply join their patient's call. (Meeting rooms and user rooms are used for meetings with other health professionals or other people, they are not used for a video consultation with a patient.)

See step-by-step instructions (with screenshots) for how to [join a video call](#).

While in the video consultation, the GP may want to do a range of things they do during a face-to-face consultation such as show the patient test results, draw a diagram, provide the name of a medicine they need to get or even get another health professional to join the consultation. All these things can also be done during a video consultation using a range of tools.

See step-by-step instructions (with screenshots) for how to use [the tools available in healthdirect Video Call](#).

Information for health professionals

We have some quick guides that you can download and/or print for your GPs including:

- [Video Call clinician guide](#)
- [Video Call screen](#)
- [troubleshooting guide](#).

GPs and other team members can [watch this video](#) to see how easy it is to use healthdirect Video Call.

Waiting area alerts

Each team member can set up their own waiting area alerts. This is done from within the waiting area in the right-hand panel (it is not done through 'Configure').

Waiting area alerts can be sent by SMS, email or desktop notifications. Waiting area alerts are sent for all waiting patients not just for a particular GP's patients.

If you have a large practice, you can set up clinics for individual GPs. Patients still log into the practice clinic but then the receptionist would transfer them to their GP's clinic. Contact your PHN liaison person if you need a new clinic set up.

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