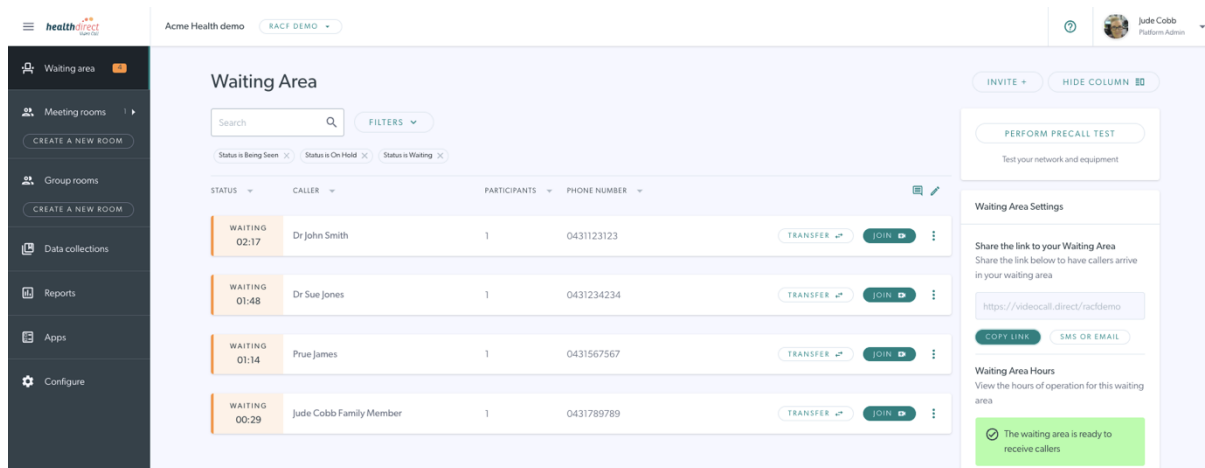


# The Clinic Waiting Area Dashboard

Your Video Call clinic waiting area is where you will see the people you invite to your clinic, such as health service providers, family members, interpreters etc. They will have been sent the clinic link once the appointment has been made and will use this link to add their details and arrive in the waiting area. The RACF staff member assisting the resident with their appointment will join a call with the relevant caller using the **Join** button and the consultation will begin.

For information about how to send the clinic link click [here](#).

You will see information including the caller's name, phone number and any other details your clinic asks them to provide. Please see the example below:



Example RACF waiting area dashboard

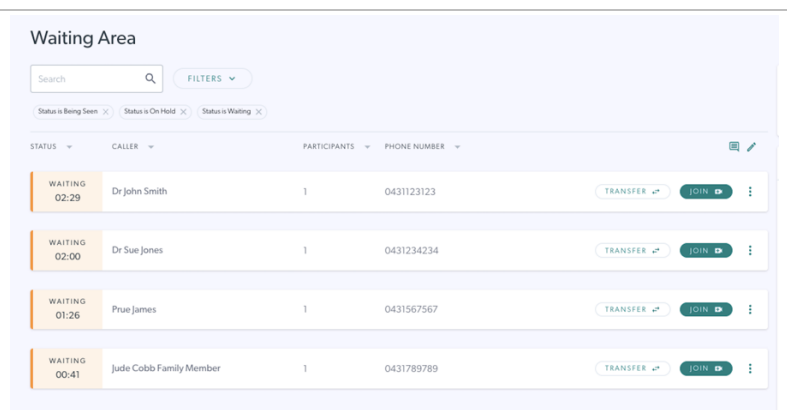
## Waiting Area Dashboard – the essentials

### Caller activity

All callers in the waiting area have their own line, showing all the information they have entered.

Their status will be one of the following:

- Waiting**
- Being Seen**
- On hold**



You can access further information regarding participants, call activity and any extra patient entry fields required by the clinic. To see this information, click on the three dots to the right of a caller's entry.

### The clinic link

In the RHS column look under **Waiting Area Settings > Share the link to your waiting area**.

**Copy** the link or send directly from the platform using **Send An Email Or SMS**. Click [here](#) for more information.

#### Share the link to your Waiting Area

Share the link below to have callers arrive in your waiting area

<https://enterprise.covi-exp.io/acmedt>

COPY LINK

SEND AN EMAIL OR SMS

### Precall test

You can perform a precall test which will test your network and equipment and ensure you are ready to make Video Calls.

PERFORM A PRECALL TEST

Test your network and equipment

### Support Contacts

On the RHS under the clinic link and clinic waiting area hours, you will see the details of any support contacts added for your clinic.

#### Support Contacts

View the support contacts for this waiting area ^

#### Clinic support contact

Jude Cobb  
+61 438 240 074  
[jude.cobb@healthdirect.org.au](mailto:jude.cobb@healthdirect.org.au)

Staff Support Contact (Organisation)