

Send the invitation to the waiting area with the clinic link

If your RACF has a Video Call clinic, there are several ways you can invite health service providers and any other required participants to your Clinic Waiting Area, where they can be joined at the time of the resident's appointment.

Copy the clinic link and send to the health service provider and any other required participants

- Make the appointment with the required health service provider and then copy and send the clinic link through to them with information about when they should enter the waiting area, where they will be joined by the RACF staff member assisting the resident with their appointment.
- If you use **appointment booking software**, you can copy the link and include it in a template you create for Video Call appointment bookings. You can then use your appointment booking software to send the invitation.

Send an Email or SMS invitation directly from your [Waiting Area dashboard](#)

You can **Send An Email or SMS** directly from the Waiting Area. RACF staff can decide on the most appropriate wording for the invitations to your waiting area before sending out to health service providers and other required participants. You can use our default invitation message or create a template that can be copied and pasted into the invitation, as required.

To **Copy** the link or **Email or SMS** an invitation to the health service provider and other required participants, use the instructions below:

<p>Navigate to your Waiting Area dashboard and in the RHS column look under Waiting Area Settings > Share the link to your waiting area.</p>	<p>Share the link to your Waiting Area Share the link below to have callers arrive in your waiting area</p> <p>https://enterprise.covi-exp.io/acmedt</p> <p>COPY LINK SEND AN EMAIL OR SMS</p>
<p>Click on the Copy Link button to copy the Waiting Area link and paste it into an email or appointment template.</p>	<p>Share the link to your Waiting Area Share the link below to have callers arrive in your waiting area</p> <p>https://enterprise.covi-exp.io/acmedt</p> <p>COPY LINK SEND AN EMAIL OR SMS</p>

Click on **Send an Email or SMS** to send an invitation to the health service provider directly from the Video Call platform.

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

In the Invite Callers to Waiting Area box that opens, select either **Send Email** or **Send SMS**.

Invite Callers to Waiting Area

Send Email

Send SMS

Email address

name@email.com

Subject

You have been invited to a telehealth video call with Acme Cardiology

Invitation message

Please click on the link below to start a Video Call with your health service provider at the time of your appointment.

Joining link will be added to the end of your message

Keep information on send

CANCEL

SEND

To send an **Email invitation**, type in the health service provider's email address and check the default subject and invitation message text. Both of these fields are editable. The Waiting Area link will be added at the bottom of your email text.

Please note: the invitation message is default text and can be edited before you send the invitation. It will, however, return to the default text next time you open this invitation box.

When you are ready, click **Send**.

Invite Callers to Waiting Area

Send Email

Send SMS

Email address

jude.cobb@healthdirect.org.au

Subject

You have been invited to a telehealth video call with Acme Cardiology

Invitation message

Please click on the link below to start a Video Call with your health service provider at the time of your appointment.

Make any changes or additions to the invitation message here, as required.

Joining link will be added to the end of your message

Keep information on send

CANCEL

SEND

The health service provider will receive an email with the subject and text you have specified and a link to click to Start the call at the time of the resident's appointment.

The RACF staff member assisting the resident with their appointment will see them in the Waiting Area at the designated time and can [join the call](#) to start the consultation.

You've been invited to a telehealth video call

with Acme Health Demo Clinic

Please click on the button below to start a Video Call with your health service provider at the time of your appointment.



To connect to this call, you'll need the following:

Camera Microphone Speakers/headphones

Browser: [Google Chrome](#), [Apple Safari](#), [Mozilla Firefox](#) or [Microsoft Edge](#).

To help ensure the quality of the call experience, we recommend running a [precall test](#).

To send an SMS invitation, type in the person's mobile number.

The default message is editable, if desired.

When you are ready, click Send.

The RACF staff member assisting the resident with their appointment will see the invited person (doctor, social worker or family member, for example) in the Waiting Area at the designated time and can [join the call](#) to start the consultation.

Invite Callers to Waiting Area ×

Send Email

Send SMS

Mobile number

 ▼ +61

Invitation message

Please tap on the link below to start a Video Call with your health service provider at the time of your appointment.

You can also make any required changes here in the SMS section before sending.

Joining link will be added to the end of your message

Keep information on send

CANCEL

SEND