

Information Sheet

TELEHEALTH FOR CLINICIANS

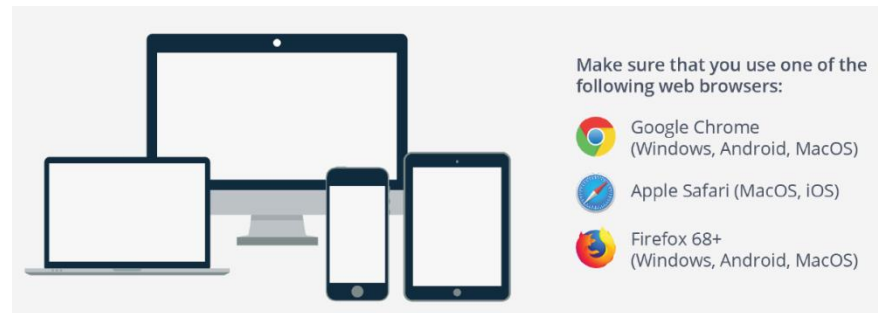
How to Access the System

Review the clinic list on the Eastern Health telehealth website (<https://www.easternhealth.org.au/services/item/717-telehealth>). Contact the telehealth administrator for the clinic you wish to access. If you are unsure of the administrator, contact the IT Helpdesk.

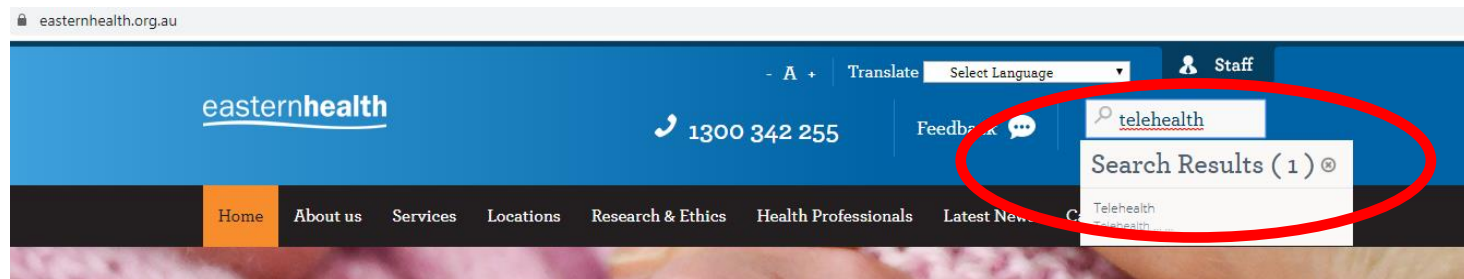
Troubleshooting

Go to the [HealthDirect troubleshooting internet page](#)

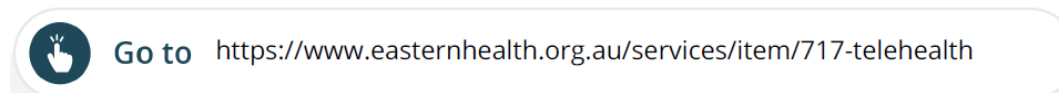
How to Begin a Video Call Consultation



Search for 'telehealth' on the Eastern Health Website



OR go directly to the web address:



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TELEHEALTH FOR CLINICIANS

Select Eastern Health Healthcare Professionals

- > A-Z Service Directory
- > Aboriginal Health
- > Specialist (Outpatients) Clinics
- > Patient Accounts Services
- > Eastern Centre Against Sexual Assault
- > Allied Health Services
- > Maternity Services
- > Mental Health Services
- > Language Services
- > Imaging Services
- > Pathology
- > Alcohol and Drug Treatment (Turning Point)

Telehealth

Welcome to Telehealth at Eastern Health.

Telehealth connects patients and health care providers to each other, without the need for travelling to Eastern Health facilities. This will reduce your time, costs and stress associated with travelling to an appointment.

A telehealth appointment is just like a normal appointment; only the health care provider you will be seeing and speaking with is on a monitor or TV screen. You will be able to see, hear and talk to them as if they were in the same room as you.

For more information about Telehealth, download our [information brochure](#) or [troubleshooting guide](#).

Please test the your computer set-up prior to each consultation.

Please note: you must use Google Chrome as your browser for Telehealth to operate correctly.

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

Test call to check your equipment



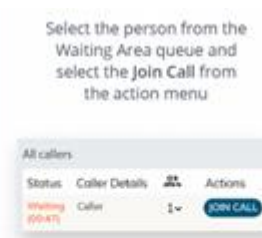
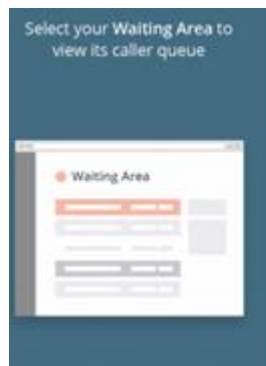
Patients Telehealth Clinics



Eastern Health healthcare professionals



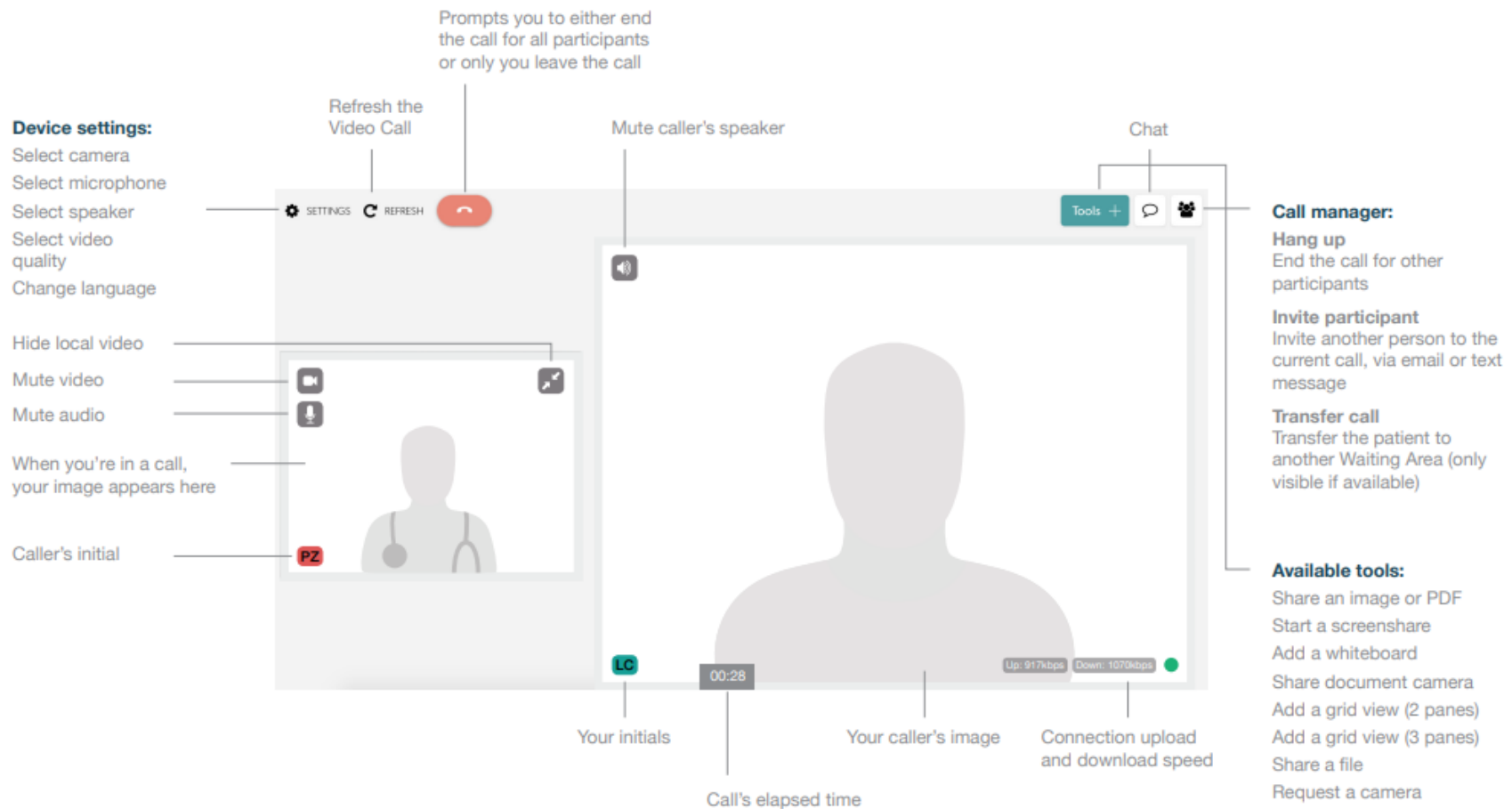
Enter your Virtual Clinic



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TELEHEALTH FOR CLINICIANS

[Navigating the Video Call Screen](#) (for more information, click [here](#))



Information Sheet

TELEHEALTH FOR CLINICIANS

[Navigating the Waiting Area Dashboard](#) (for more information, click [here](#))

Transfer Tom Jones

Select a transfer location --
(Info) Acma Clinical service
HDA Clinic Test 3
HDA Test Clinic 1

Open/close left panel

View participants and call activity

Notify waiting caller

Clinic name
Organisation name

HDA TEST CLINIC 2
HDA Test Organisation

WAITING AREA 1

DATA COLLECTIONS

MEETING ROOMS

Team Meeting Enter

HDA Test Clinic 2

All Callers

Status	Caller	Participants	Telephone	Actions	Notify
Waiting (01:12)	Mary Johnson	1	0205580428	JOIN CALL Transfer	Notify
On Hold (01:00)	Sean Thompson	1	0410765348	JOIN CALL Transfer	Notify
Being seen (00:40)	Tom Jones	2	0424074074	JOIN CALL	Notify

View and edit your profile

Dr Stephens
TEAM MEMBER

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 3 hours

View the opening hours

Waiting Area URL
Give this URL to callers to have them join this waiting area

<https://hdatest2.voc.healthdirect.org.au/join>

COPY

Support
View the support contacts for this waiting area

Telehealth Manager
Jude Cobb
+61 438 240 074
jobugbes1@gmail.com

Staff Support Contact (Organisation)
Tom Jones
+61 412 345 123
t.jones@test.com

Feedback

Microphone and Camera
Configure how your calls are setup

Start call with camera on

Start call with microphone on

Click on Participants to view information about the participant names including:

- camera
- microphone
- browser, and bandwidth information
- for all participants in the call

Participants

Only currently active participants are displayed.

Sam Georgy (You)
Host

On Good 158Kbps 25Mbps
Chrome 78.0.3904 Windows 10.0.0

disconnect

Test Patient
Guest

On Excellent 135Kbps 177Mbps
Samsung Internet 101.0 Android 8.0.0

disconnect

Call activity

Event log

Time	Type	Sender	Content
23/09/2019, 13:41:42	Joined	System	Name: Tom Jones Phone: 0424074074 Terms: ✓
23/09/2019, 13:41:58	Answered	System	Provider: Jude Cobb
23/09/2019, 13:41:59	Participant Connected	System	Name: Jude Cobb
23/09/2019, 13:42:03	Participant Connected	System	Name: Tom Jones