

Administrator instructions for Video Call

Finish creating your Video Call account

A Healthdirect Video Call account has been created for your clinic and the Administrator should have received an email to finalise setting up the account by creating a password. (If not check your junk mail).

NOTE: You will need to be using a current version of Google Chrome, Apple Safari, Firefox or Microsoft Edge web browser on a desktop, laptop, mobile phone, tablet or IPAD.

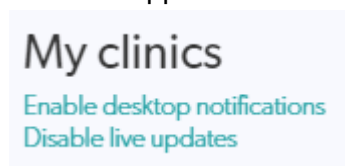
Video Call Setup

After you have logged into Video Call we recommend you make the following configuration changes.

1. Waiting Area Notifications

It is recommended that you enable notifications so you are aware when a patient has entered your waiting area. This can be changed at a later date or changed to a different user account. There will need to be a staff member nominated to monitor the waiting area.

To enable desktop notifications click Yes at the prompt when you first login. If the prompt does not appear click on **My Clinics** then **Enable desktop notifications**.



You can also setup SMS and email alerts by clicking on **Waiting Area**, then **Waiting Area Alerts** from the right side menu bar.

Waiting Area Alerts	^
Customise how you are notified of new calls	
SMS alerts	▼
Disabled	
Email alerts	▼
Disabled	
Desktop alerts	▼
Disabled	

2. Waiting Area Hours

By default, the clinic waiting area hours will be set to Monday to Friday 9am – 5pm. To change click on **Configure, Waiting Area, Waiting area hours**.

3. Adding New Users

To add other users to your account click on **Configure, Team Members** then **Add Team Member** button in the top right. Enter the clinician's email address. Leave the Role as Team Member and turn off the Meeting rooms and User room options.

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Invite a new user to **Telehealth test clinic**

Email address

An invitation to join your team will be sent to this email address.

Role

Team member ▼

Team members are regular members of the team who can host video consultations

Permissions

Waiting areas

Meeting rooms ✖

User room ✖

[Send invite](#)

4. Waiting area link for patients

When a patient makes a telehealth appointment you will need to provide them with the link to your waiting area. A patient letter template should have been provided to you which includes your waiting area link.

You can also view your waiting area link within Video Call by clicking on **Waiting Area**. The link will be on the right under **Waiting Area URL**.

5. Website button

The details for adding a button to your website for patient's to click on, can be found by clicking on **Configure, Waiting Area**. Go to **General Configuration** and scroll down to **Share waiting area**.

A one page instruction document for **clinicians** can be found here:

<https://westvicphn.com.au/wp-content/uploads/2020/03/Telehealth-VideoCall-Clinician-Instructions.pdf>

A one page instruction document for **patients** can be found here:

<https://westvicphn.com.au/wp-content/uploads/2020/03/Telehealth-VideoCall-Patient-Instructions.pdf>

Further resources and tutorials can be found on the Healthdirect Video Call help page.

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