myVirtualCare User Manual

MAY 2021

NSW GOVERNMENT
AGENCY FOR CLINICAL INNOVATION

This user manual is a comprehensive user guide of the myVC platform. It has been developed to provide detailed information on the functionality and effective use of the platform.

myVirtualCare is a tool to enable virtual care, further support and information about how to integrate virtual care into your practice should be obtained by contacting your local Virtual Care or Telehealth Manager. myVC should be used in accordance with the NSW Health Code of Conduct, and local or state guidelines and policies to the provision of clinical care.

Agency for Clinical Innovation

1 Reserve Road St Leonards NSW 2065
Locked Bag 2030, St Leonards NSW 1590

T +61 2 9464 4666 E aci-info@health.nsw.gov.au
www.aci.health.nsw.gov.au

Further copies of this publication can be obtained from the Agency for Clinical Innovation website at **www.aci.health.nsw.gov.au**

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Document modifications

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1.0	Final Document	D. Parkes	ACI	March 2021

Contents

Introduction to myVirtualCare

What is myVirtualCare?

Health professionals have been using technology to deliver care to patients throughout NSW for decades. Now with advancements in technology the support for health professionals and benefits for patients are even greater.

myVirtualCare (myVC) is a web-based videoconferencing platform, connecting healthcare providers to patients, their carers, and other service providers.

myVC has been custom built for clinical care and is NSW Health's only dedicated clinical platform. myVirtualCare extends clinicians' virtual capability, providing enhanced functionality that mimics clinical workflows. It promotes consistency for all users, increasing confidence in the use of the platform.

myVC is built utilising the Pexip videoconferencing platform, which provides the core infrastructure and integration capability. myVC is secure on the NSW Health network, has undergone a full security and privacy assessment and is a supported platform. Technical support is also available.

How does myVC work?

myVC allows users to have voice only (telephone) or audio-visual (videoconferencing) calls with patients, carers, interpreters and other health professionals. It supports multiple participants in a single call that is controlled by the clinical lead.

This platform can be used across first response, emergency, admitted and non-admitted settings across all NSW Health facilities and supports participants such as patients, carers and other health and social care providers to join via a web link.

myVC provides:

- a virtual waiting room for you to access your patients and other participants with notifications when they arrive
- a clear overview of each day's patients connected to and waiting for virtual care
- two way chat whilst waiting or in a call with the ability to share your screen, send files and pictures and add people whilst in a call
- an easy way to connect patients, family members and other providers from various locations
- direct call functionality for ad hoc consultations
- the ability to transfer patients to other clinical rooms and/or back to the virtual waiting room for payment, booking their next appointment, etc.
- evaluation on usage reporting and an automatic user experience survey.

myVC can also be used to conduct multidisciplinary reviews and consultations.

myVC is not designed to be used for staff education such as in-services or recruitment activities. Pexip, Teams or Skype for Business are the appropriate platforms for these purposes. These platforms are also technically supported by eHealth NSW.

Access to myVC

To log into myVC users will require their StaffLink ID and password. Users will need to be assigned a role in a myVC room by their service coordinator or administrator (See Roles and permissions for more information)

Requesting a myVC Room

If you would like to establish a clinical room in myVC, you can;

1. Contact your local virtual care/telehealth manager or lead
2. Complete a request via Search and Request Anything (SARA) online using the link below. This form will go to your line manager for approval, before it is directed to your local virtual care/telehealth manager or lead

Request a myVC Room on SARA by clicking here.

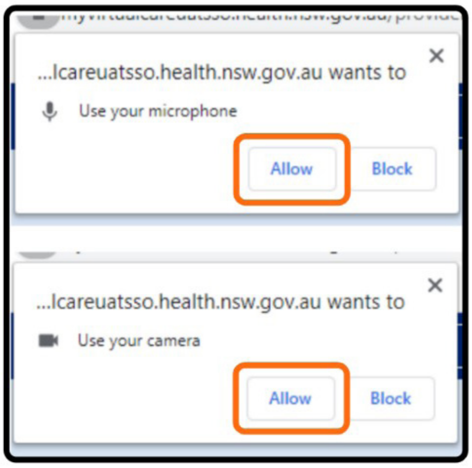
Accessing myVC

To log in you will need to use a recommended browser and the URL of the required myVC environment. (see myVC environments for further information)

1. Production https://myvirtualcaresso.health.nsw.gov.au/provider/#/welcome
2. UAT https://virtualcareuatsso.health.nsw.gov.au/provider/#/welcome

The first time you log into myVC, you will receive a prompt by the browser to access your microphone and camera.

You will need to select 'Allow'. This allows the portal to access your microphone and camera devices for use in myVC.



Log off from myVC

Users log out by clicking on the 'Log-Off' button within their user profile, which is accessed via the home page. The next time that you log into myVC you will be prompted to enter your credentials.

Removing access to myVC

The myVC room coordinator or administrator can remove access of users from a clinical room.

The system administrator can remove access of the portal by contacting the eHealth NSW Conferencing Services Team.

myVC environments

There are three different environments for myVC:

1. Development (DEV): Developers use this environment to design the interface and functionality for myVC. This environment is only used by developers and technical staff.
2. User Acceptance Testing (UAT): This is a test environment that is reflective of the Production environment. Interface or functionality changes that have been developed in the Development environment are pushed to the UAT environment for formal testing. These are reviewed by virtual care/telehealth managers or leads and identified clinicians to ensure that they meet the intended outcome prior to being pushed to the Production environment.

   Administrators, coordinators, clinicians and interpreters use the UAT environment to familiarise themselves with myVC, demonstrate the functionalities of the system, and train new users in the UAT environment. https://virtualcareuatsso.health.nsw.gov.au/
3. Production (PROD): The Production environment is the released version of myVC and is accessible to all users. This version will only change when there are scheduled releases/upgrades. This is the real-time setting where clinical care is provided. https://myvirtualcaresso.health.nsw.gov.au/

Roles and permissions

The four roles within myVC are:

- administrator
- coordinator
- clinician
- interpreter

The table below summarises what myVC users can and cannot do when engaging with the portal.

Function		myVC User administrator	coordinator	clinician	interpreter	patient
A: Log in and home page						
A1	Log into UAT and PROD	x	x	x	x	
A2	Home page has their name	x	x	x	x	
A3	Access to home page icon (waratah)	x	x	x	x	
A4	Access User Profile	x	x	x	x	
A5	Changing role	x	x	x	x	
A7	Role displayed in call	x	x	x	x	
A8	Access Notification settings	x	x	x	x	
A9	Modify Room availability	x	x	x	x	
A10	Log off	x	x	x	x	
A11	Test audio and video	x	x	x	x	
A13	Screen refresh	x	x	x	x	
A14	Access bell icon	x	x	x	x	

A15	Access 'Waiting queue' button	x	x	x	x
A16	Access 'Interpreter services' button	x	x	x	x
A17	Access 'Direct call' button	x	x	x	x
A18	Access 'Admin view' button	x	x		
B: Admin View					
B1	Overview of admin view columns incl. search	x	x		
B2	Download rooms list	x			
B3	Reorder rows according to column section	x	x		
B4	URL link for participants	x	x		
B5	Room settings wheel icon	x	x		
B5	Admin view – 'Create new room' button	x			
B6	Select LHD/SHN	x			
B7	Full name visible	x			
B8	Short name in URL	x			
B9	Naming conventions	x			
B10	Description	x	x		
B11	Opening hours	x	x		
B12	Add members	x	x		
B13	Escalation	x	x		
B14	List clinicians	x	x		

B15	Email role groups	x	x		
B16	Notification set up	x	x		
B17	Help link	x			
B18	Survey link	x			
B19	YouTube link	x			
B20	Medicare consent	x			
B21	Save and close	x	x		
B23	Delete room	x			
B24	Save and duplicate	x			
C: Waiting Queue					
C1	Access my waiting queue	x	x	x	x
C2	Different roles of people in queue	x	x	x	x
C3	Carer icon (same location)	x	x	x	x
C4	Overview of call colours - waiting time	x	x	x	x
C5	Where to locate info chart to explain colours - waiting time	x	x	x	x
C6	Overview of columns in waiting queue	x	x	x	x
C7	Overview of audio/video colours	x	x	x	x
C8	Where to locate info chart to explain colours - audio/video	x	x	x	x
C9	Waiting queue search bar	x	x	x	x
C10	Waiting queue sort function	x	x	x	x

C11	How to chat/return to waiting room	x	x	x	x	
C12	Wait time reset	x	x	x	x	
C13	Transfer to another room	x	x	x	x	
D: Connecting to a patient or another participant						
D1	Click connect	x	x	x	x	
D2	Best practice to get consent before adding	x	x	x	x	
D3	Can visualise waiting queue	x	x	x	x	
D4	Add participant to call from waiting queue	x	x	x	x	
D5	Name at top of screen	x	x	x	x	x
D6	Invite participant button	x	x	x	x	
D7	Screen layout	x	x	x	x	
D8	Self view minimise	x	x	x	x	
D9	Mute	x	x	x	x	x
D10	Video	x	x	x	x	x
D11	Share screen	x	x	x	x	x
D12	Share screen auto hide waiting queue	x	x	x	x	
D13	Privacy padlock	x	x	x	x	
D14	Expand waiting queue	x	x	x	x	
D15	File upload	x	x	x	x	x
D16	In consultation chat	x	x	x	x	

D17	Mute patient	x	x	x	x	
D18	Remove patient	x	x	x	x	
D19	End call	x	x	x	x	x
E: Interpreter Services						
E1	Access 'Interpreter services' button	x	x	x	x	
E2	Fills out form	x	x	x	x	
E3	Sits in the waiting room until interpreter connects	x	x	x	x	
F: Direct Call						
F1	Access 'Direct call' button	x	x	x	x	
F2	Is transferred to waiting room	x	x	x	x	
F3	Can connect with patient using invite participant functions	x	x	x	x	
G: Joining another clinician's room						
G1	Can search for a room in myVC	x	x	x	x	
G2	Directed to link to the service	x	x	x	x	
G3	Name is prefilled	x	x	x	x	
G4	Sits in the waiting room until user from another clinician's room connects	x	x	x	x	

Users can have multiple roles in myVC:

- Coordinator and clinician, for example a nurse unit manager
- Coordinator and interpreter, for example an interpreter services coordinator.

Administrator

Administrators of myVC have full administrative management of the myVC portal for their organisation.

Administrators are responsible for establishing, managing, reporting and removing virtual rooms. This includes providing access to coordinators, which may include supporting users to develop knowledge of the system and ensuring that they have the capability to support others.

Administrators are CE nominated or identified by the CE nominated person. Generally, administrators are virtual care/telehealth managers and other LHD nominated administrators. LHD / SHNs are encouraged to nominate up to three individuals as myVC administrators.

Administration access is managed by the ACI Virtual Care Manager or the eHealth NSW Conferencing Services Manager. They are required to complete a myVirtualCare administrator competency assessment which requires intensive training and support.

The ACI Virtual Care Manager <ACI-VirtualCare@health.nsw.gov.au> and the eHealth Conferencing Services Team < VideoConf@health.nsw.gov.au > (See Technical Support) have global administration access, which means they have access across the complete system and can be contacted in an emergency to amend room settings.

Coordinator

The Coordinator of a myVC room has access to manage and monitor the room, editing the room set up as well as monitoring members of the room.

Coordinators play an integral role in supporting clinicians, interpreters and participants to use myVC. They are considered super users of the system and therefore require advanced knowledge of how the myVC system works. Every room in myVC requires at least one coordinator.

Typically, coordinators are clinic administration staff, clinical support officers, lead clinicians or service managers. Coordinators are unique to every clinical service. Speak with your service manager and your virtual care/telehealth manager lead to become a coordinator.

It is recommended that coordinators complete specific training modules on My Health Learning and seek advice and support from their local virtual care/ telehealth manager or lead. Confident users result in a good experience for all participants.

Clinician

A clinician will manage their waiting queue by connecting participants that are using myVC as the tool to support virtual care consultations.

It is best practice to connect the patient first, except when an interpreter has been engaged to support the patient consultation. Clinicians are expected to take the lead ensuring that introductions of all participants take place.

Clinicians are required to manage their own user profile and keep their availability up to date.

It is recommended that clinicians complete specific training modules on My Health Learning and seek advice and support from their myVC coordinator. Confident users result in a good experience for all participants.

Interpreter

There are five interpreter services in NSW Health. Each LHD has a Service Level Agreement (SLA) and a process in place to schedule/book an interpreter service. Not all the interpreter services in NSW are using myVC.

Technical information

It is preferred that an Interpreter supporting a clinical service will connect to the identified clinical room through the User Interface.

Alternatively, where the clinical service has no myVC room set up, the interpreter is acting as the host of the session. They will need to manage their waiting queue by connecting the participants for the virtual consultation. Interpreters will need information from the clinician about all participants who should be connected as a part of the consultation.

Interpreters are required to manage their own user profile and any changes to their availability.

It is recommended that interpreters complete specific training modules on My Health Learning and seek advice and support from their myVC coordinator. Confident users result in a good experience for all participants.

Security and privacy

myVC is secured on the NSW Health network. The myVC platform and the Amazon Web Services (AWS) cloud have been through the NSW Health approved privacy and security assurance review and penetration testing.

MyVC is an approved and supported clinical videoconferencing platform for use by NSW Health Staff.

- PD2009_076 – Use & Management of Misuse of NSW Health Communications Systems
- PD2020_046 – Electronic Information Security

Risk management

Safety is a core fundamental in the provision of healthcare, regardless of the mode of delivery. All processes put in place to support safe practice apply to virtual care, including undertaking risk assessments, mandatory reporting requirements and reporting of incidents into the NSW Health Incident Management System (ims+).

myVC was designed with safety and privacy in mind:

- All participants wait in a virtual waiting room on their own. Each link is unique.
- The clinician controls connecting participants from the waiting room.
- For additional privacy the secured room can be locked.
- Functionality allows clinicians to remove participants at any time.
- Following the end of a call no information (chat, uploaded documents) are all purged.

For further information please see Virtual Care – Embedding safety in practice or Virtual Care in Practice.

System requirements

A successful connection relies on:

1. good bandwidth and speed of your internet connection
2. the device you are using
3. the internet (web) browser you are using.

Please refer to Recommended system requirements for further information.

Data usage and cost

Fifteen minutes of videoconferencing will use approximately 80 megabytes of data download. The cost will be determined by the user’s telecom plan.

Technical support

Who do I contact for technical support?

Contact the eHealth Conferencing Services Team by phone: 1300 679 727 or via email.

The business hours for the support desk are 7am-5.30pm Monday to Friday. Out of hours support is escalated through the State-wide Service Desk. A StaffLink number is required for assistance; do not provide these contact details to patients, carers or external providers.

The eHealth Conferencing Services Team supports NSW Health staff to use myVC by providing them technical support. NSW Health staff can connect to the technical team who are certified competent users of myVC and will able to provide users the answers they need to support them in their provision of clinical care.

The Conferencing Services Team understand the system configurations and can provide information on supported platforms and devices when setting up myVC.

Issues are resolved at first contact, so it is highly recommended for NSW Health Staff to immediately contact the Conferencing Service team when any issue is raised.

Although the eHealth Conferencing Services Team are myVC superusers, they are not able to administer clinical functions for myVC such as:

- performing myVC administrator, coordinator or clinician actions for patient care.

- adding, removing, transferring clinicians into a virtual room or creating rooms for LHDs/SHNs.

myVC users can also log any issues on SARA or speak with their local virtual care/telehealth manager or lead.

When incidents are identified as user error, feedback is provided to ACI via the conferencing user group meeting to inform for training purposes.

When incidents are identified as bugs, the Conferencing Services Team will try to replicate the reported error. Identified bugs are progressed through to the developers for review and resolution.

How do I log an issue?

An incident report must immediately be reported in SARA, and will be reviewed by the Conferencing Services Team.

What happens when the system/ network is down?

If an outage occurs, eHealth NSW will send out a state-wide broadcast to advise of the outage. This will be regularly updated until the issue is resolved. This is the same process for any infrastructure that experiences an issue.

Enhancements

Virtual care/telehealth managers or leads in each LHD have access to the current enhancements list on the Telehealth Managers Microsoft Teams site, which is updated regularly.

If you have a suggestion to improve or enhance the functionality of myVC, please discuss this with your virtual care/telehealth manager or lead who will inform you if this function exists within the portal. The virtual care/telehealth manager or lead will have to submit the enhancement request to the ACI Virtual Care team. Instructions can be found in the link below.

https://nswhealth.sharepoint.com/sites/THM-ACI/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FTHM%2DACI%2FShared%20Documents%2FmyVC%2FEnhancements

myVC Reporting

myVC data is processed through Splunk Dashboard. Only virtual care/telehealth managers and leads have access to the Splunk data and receive monthly usage reports. Please contact your LHD virtual care/telehealth manager or lead if you require any myVC data. Examples of the data captured in Splunk include;

- number of consultations
- length of consultations
- average wait time
- number of connected clinicians
- number of active rooms
- other connected participants
- connection quality.

Training and resources

Training

Training modules are available to help myVC users to become competent and confident users of the platform. There are separate online modules available for each role within myVC, accessible through My Health Learning.

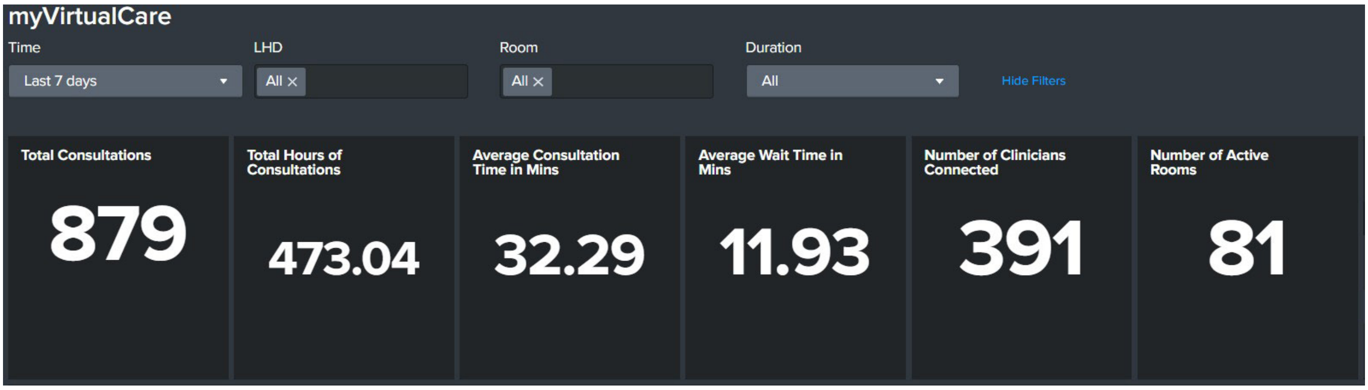
To access these training, please log in to My Health Learning (formerly HETI) and search for myVirtalCare or by the course codes listed below.

- myVC for coordinator (course code 317978521)
- myVC for clinician (course code 317978152)
- myVC for administrators (course code 317978013)
- myVC for interpreters (course code 317978794)

Resources

State-wide resources have been developed to support users of myVC. These are located on the Virtual Care Central SharePoint Site.

If you would like to suggest a resource to be developed please email the ACI Virtual Care team at ACI-VirtualCare@health.nsw.gov.au



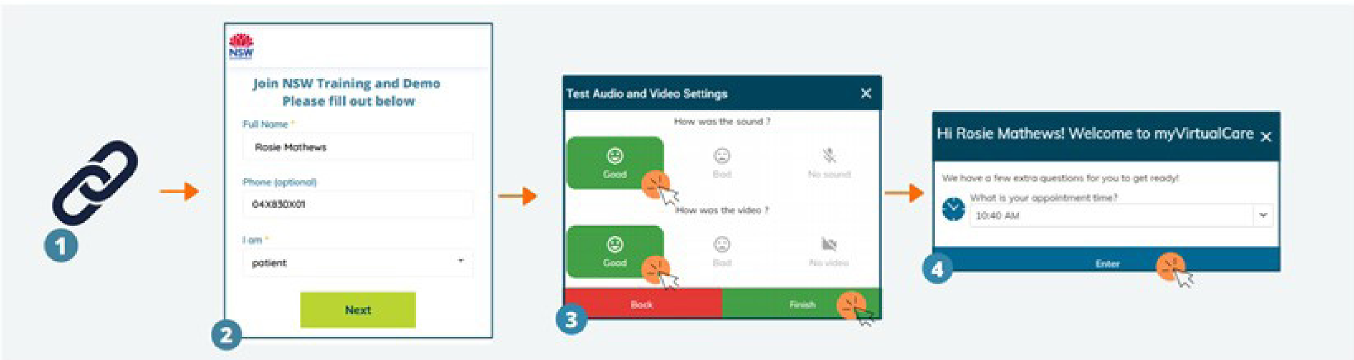
The Patient Journey

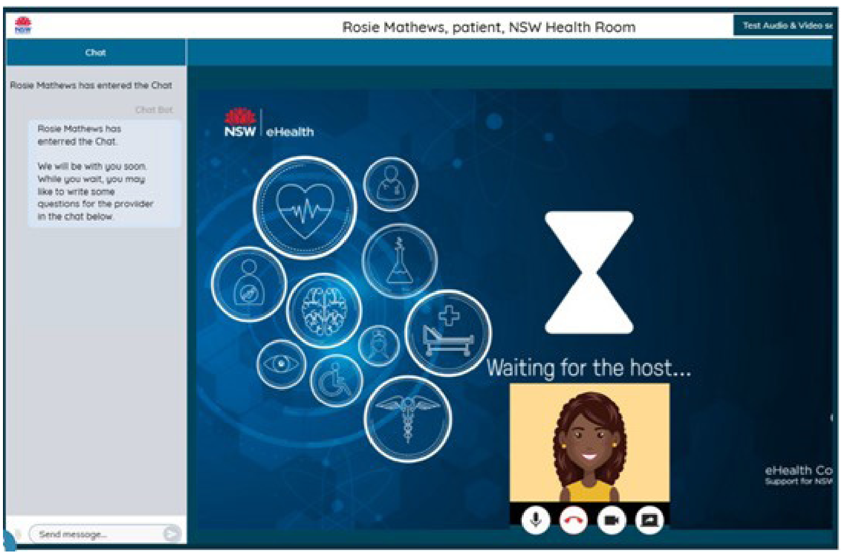
Patients and other participants who are using myVC for a virtual appointment will need to be provided information about how to use the system and details on how to join, including the unique link for the service. (See Resources)

The business rules for your clinical service will determine how this information is provided, some clinics use email, SMS invitation or send a letter.

Steps for a patient to join a myVC consultation:

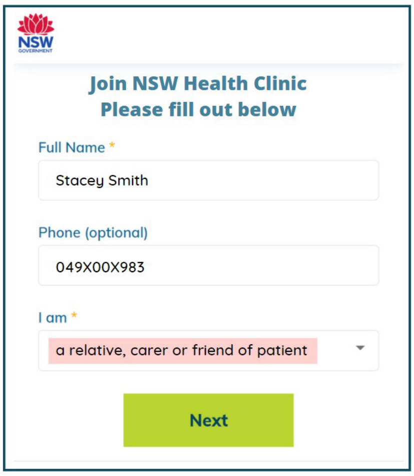
1. Patient receives a link to the myVC room.
2. Patient logs into myVC and is prompted to complete their name and contact details.
3. Patient is prompted to test their audio and video.
4. Patient selects appointment time and if required, selects clinician.
5. Patient enters the virtual waiting room and awaits the clinician.

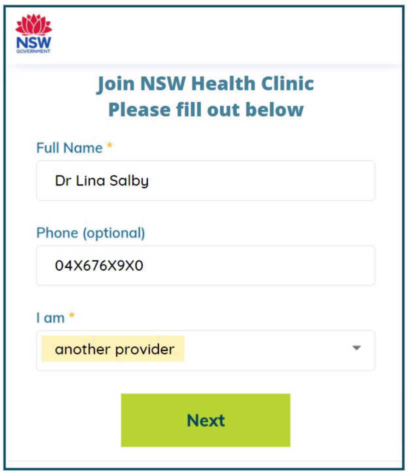




Other participants will log in to myVC using the same link as the patient. The login process is the same and will only differ when users are:

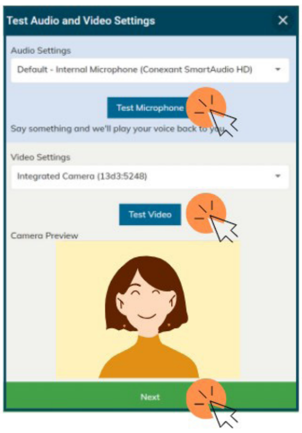
- a relative, carer or friend of patient
- another provider
- a NSW Health employee. Testing audio and video settings for patients and other participants

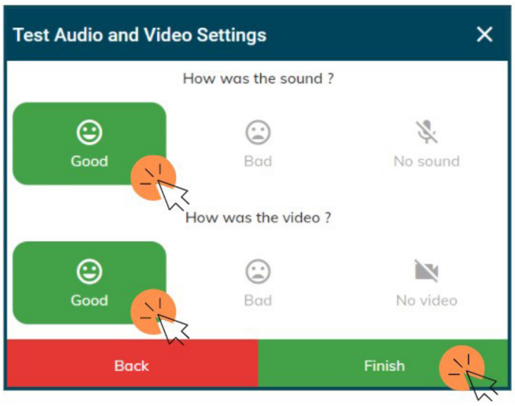




Testing audio and video settings for patients and other participants

After patients and other participants fill in the login form, they will be prompted to test their audio and video settings.



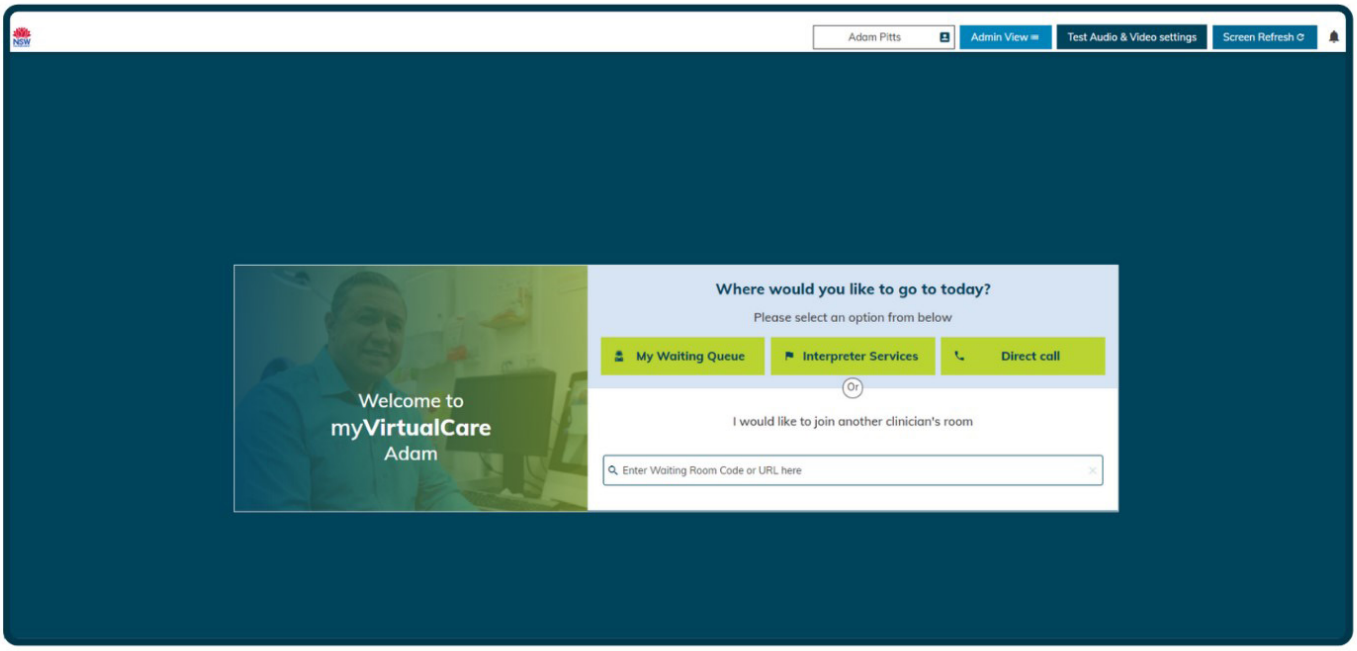


How to flip to front camera: for patients using a tablet or mobile device

Once a patient connects to myVC, they may need to follow the below instructions to flip from the front to the rear camera:

1. On the top right-hand corner there are three vertical dots, click on them.
2. Select 'Test Audio and Video Settings'.
3. Change the camera to rear camera.
4. Click 'Next'. NSW Government logo

The NSW Health User Experience Navigating the home page



NSW Government logo

The NSW Government logo, the Waratah, is located on the top left corner of myVC. Clicking on this icon will directs you to the home page.

User profile

All users of myVC manage their contact details, notifications and availability from the User profile. (See User profile for more information)

Admin view

Only administrators and coordinators will see this button. The Admin View is the window to the backend of myVC where they can establish, monitor and manage the clinical rooms that they have access to. (See system administration for more information)

Test audio and video settings

Users can click 'Test Audio & Video Settings' to test their audio and video equipment prior to connecting to a participant.

Screen refresh

myVC is designed to auto update; however, if changes have been made to room or user settings, the screen refresh button can be used to ensure these changes have been implemented. Additionally, if there are issues with bandwidth, Wi-Fi or call quality, the 'Screen Refresh' button can be used as a troubleshooting option.

Search function

The search function is located on the top right corner of the home page. This allows all users to search quickly for what they require, for instance the name of a patient, other participant or room.

Call functions

My waiting queue

This button will take you to the waiting queue for the rooms that you have access to. The queue is a list of participants waiting in real-time. The waiting queue is discussed in more detail in the waiting queue section.

Interpreter services

There are five interpreter services in NSW Health, although not all of these are using myVC. It is preferred that an Interpreter supporting a clinical service will connect to the identified clinical room through the User Interface.

You use this button when myVC is the preferred platform and there is no clinical room established. The interpreter service will provide the room details and be the host for the consultation.

If this is required:

1. Identify the Interpreter service for your LHD/SHN
2. Complete the information fields.
3. Press 'Enter' and wait for the interpreter to connect you.

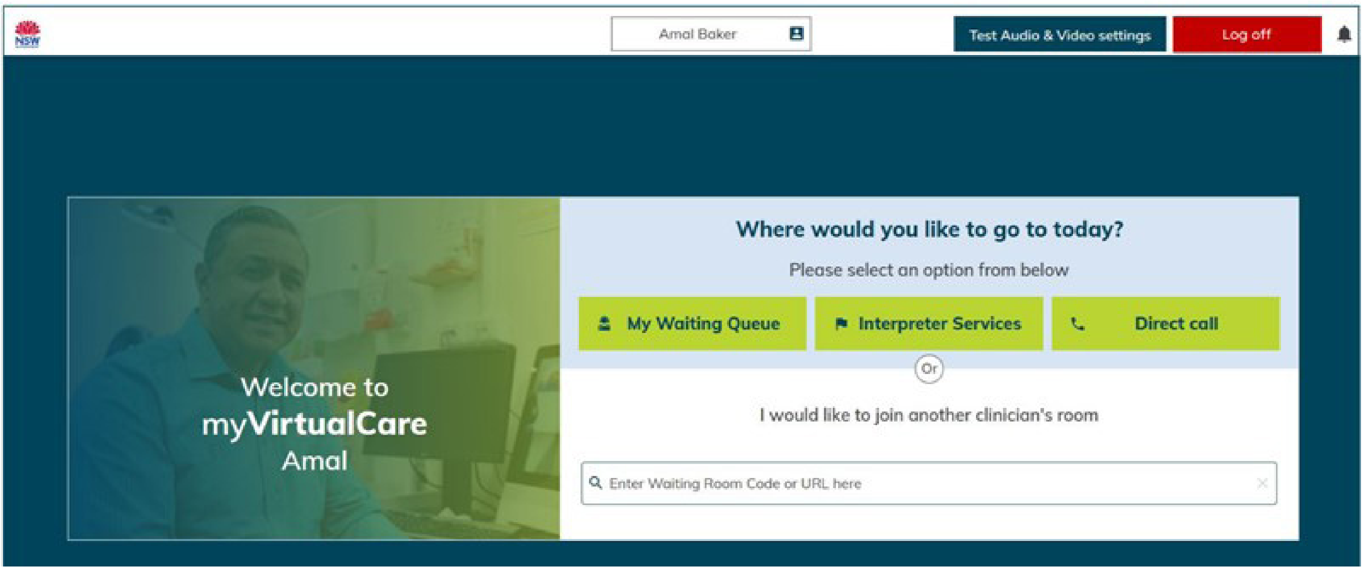
Direct call

The 'Direct Call' button opens up a virtual room where you can call a patient and other relevant participants using their phone number or email. The method of contact will determine if they participate with audio only or have the full experience of audio and visual.

The direct call function is used to contact patients that are not scheduled for an appointment. Participants bypass the waiting queue and come directly into the call.

Joining another clinician's room

This search box can be used to join another myVC room that the user is not a member of. Typing any part of room name into the search box will bring up possible matches that can be selected. Alternatively, if a link has been provided, it can be pasted here and that will bring up the required room.



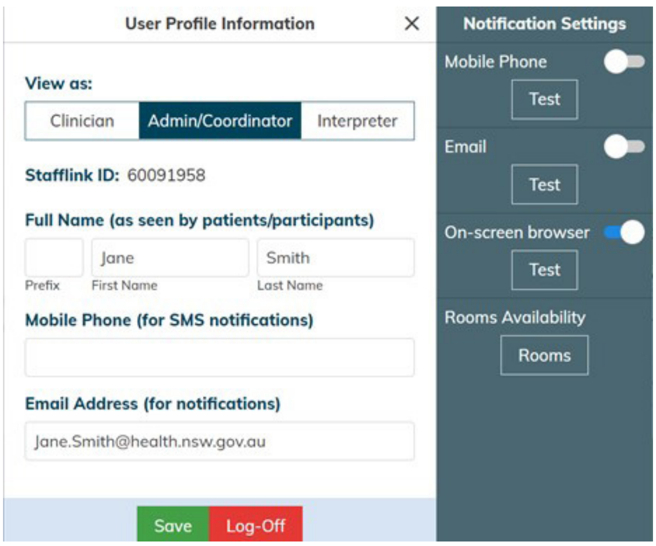
User profile and notifications

The user profile

User profile and notification settings can be accessed by clicking on your name on the top panel.

View as

The role that you select here will be shown when you connect to a consultation. The default option is clinician. For those with dual roles, select the most appropriate role at the time.



Full name

Your full name will be the display name shown in the system. It is automatically pulled from the NSW Health Active Directory. You can change your display name in the user profile section. Be mindful that the name changes will be seen by all myVC users including clinicians, patients, and other participants and will impact on reporting.

Users may change their profile name when they work under an alias such as a maiden name or where they are providing sensitive or care in a high risk service, for example they may only be known by their first name. Changes to names are permitted once and should be discussed with the service manager and virtual care/telehealth manager or lead when the room is being established.

Email address

When logging in, your email address is automatically pulled from the NSW Health Active Directory. Users can change their email address in the user profile section, though we recommend users only use their NSW Health email account. The exception to this is when the NSW Health email address is not the primary account, for example St Vincent's Hospital Network staff.

If activated, system notifications will be sent to the email provided in this section.

Mobile number

NSW Health mobile numbers are automatically pulled from the NSW Health Active Directory. Users can add an alternative mobile number in the user profile section, however this number will not feed back into the Active Directory. Patients, carers and other external users will not be able to see the mobile number provided.

If activated, system notifications will be sent to the mobile number provided in this section. There are cost implications to sending a SMS notification. Users are encouraged to actively manage this function to ensure appropriate use and management.

Notifications

How notifications are received by the user are managed in the user profile. The type of notifications activated are determined in the room set up. (see Manage your notifications for more information)

Room availability

Users can change their room availability in the user profile section. By clicking on 'Room Availability' users can tick/ untick rooms they want to update their availability in.

If activated, you will receive notifications for rooms only where you have noted that you are available.

What is 'I am going on leave'?

You should turn of your availability before going on leave. This can be done in your user profile. This prevents notifications still being sent whilst you are on leave and prevents patients selecting your name on log in (where activated).

If you are a coordinator, you should advise the administrator and other coordinators in the virtual room.

If you are an administrator, you must advise the other administrator/s, coordinators and the LHD virtual care/telehealth manager or lead. If you are the only administrator for the organisation, you must notify the ACI Virtual Care Manager and the eHealth Videoconferencing Service Team with a detailed process to support the establishment of virtual rooms during your absence.

Manage your notifications

myVC has a notification functionality. Whether or not your service will use notifications will depend on the preferred workflow and set up of the room in myVC.

You can select and manage how you wish to receive notifications in your User Profile. Notifications arrive in three ways:

1. Pop up on screen
2. SMS to your mobile
3. Email.

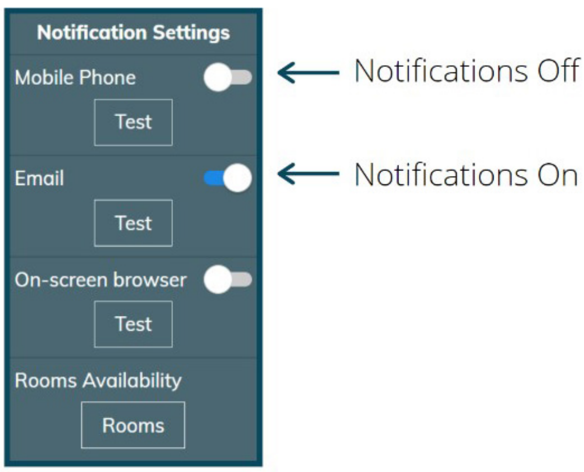
Where can I turn notifications on and off?

You access your notification settings in the user profile. Click the toggle button to turn your notifications on or off. Blue indicates the notification is activated, white indicates the notification is off.

Notifications can be received via a pop up on the desktop, email or mobile:

- Clicking the bell-shaped icon in the top right corner allows you to access your desktop notifications. Popups only arrive when you have myVC open.
- Email notifications will be sent to the email address nominated in your user profile.
- Mobile phone notifications will be sent to the mobile nominated in your user profile as a text message from NSW Health. If there is no mobile number in the user profile, and the notification for mobile phone is active, an error message is received by the system.

Note: ensure a mobile number is listed in your user profile before activating mobile notifications.



Setting up room notifications

When setting up a room, administrators and coordinators select the type of notification that the service requires. These are usually determined in consultation as they do impact on clinical workflows and processes. The notification options are:

- when a participant enters the room
- every five minutes while a participant waits
- when a participant sends a chat message.

Setting up room notifications

1. Administrator/coordinator opens the room settings and navigates to 'Notifications Settings'.
2. Administrator/coordinator selects the users that notifications should be sent to.
3. Administrator/coordinator selects the type of notifications.

Note:

- If notifications have not been activated in the room set up, no notifications will be sent.
- If the user has turned off their notifications in the user profile settings, they will not receive any notifications.
- If a user has made themselves unavailable in the system then notifications will not be sent.

Escalation notification

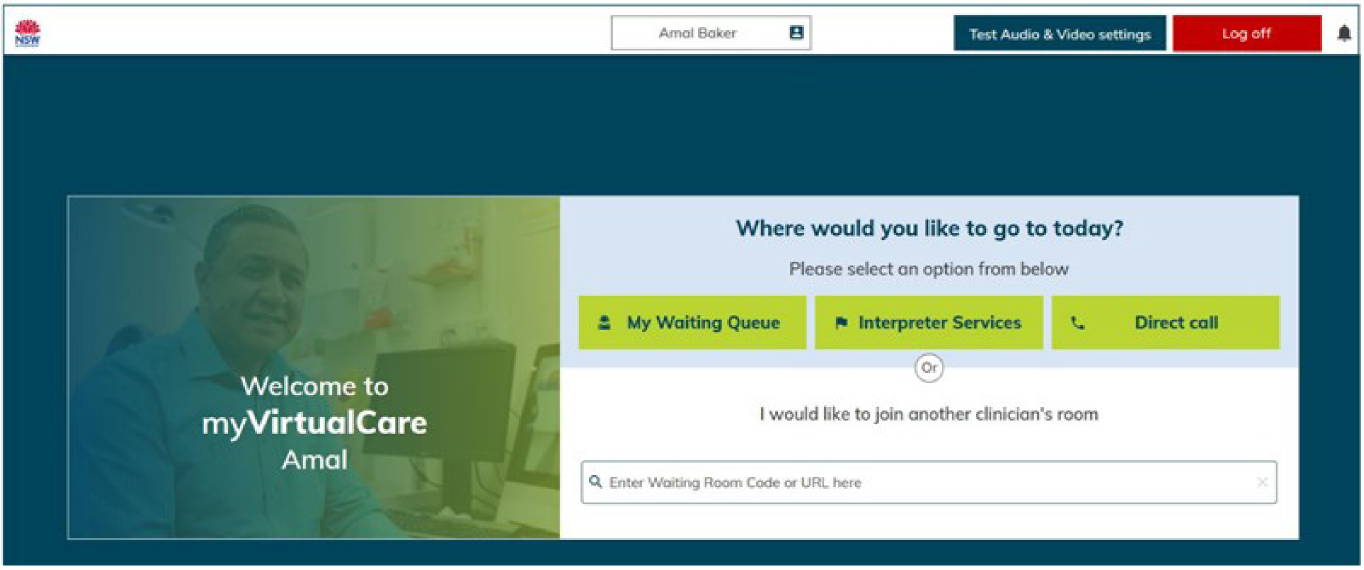
An escalation notification is a separate notification that alerts when a participant has been waiting for over 15 minutes without any contact.

The escalation notification is managed by administrators and coordinators and is set up as a part of the room membership and can be activated when assigning roles in the room.

This cannot be changed in the user profile section.

myVC virtual consultation

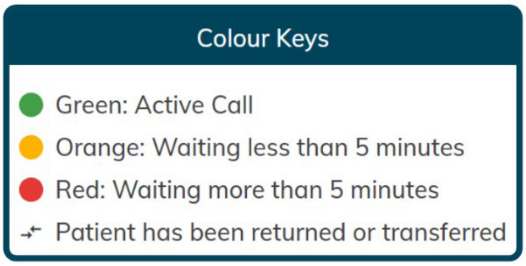
My Waiting Queue



The waiting queue is an overview of patients waiting to connect with their healthcare provider. This is a real-time list of participants such as patients, carers, and other providers that have logged into the virtual room. You can only see the waiting queue of rooms that you have been assigned a role.

Note: The waiting queue has not been designed as a scheduling solution.

i	Waiting Room	Patient Name	Other Participants	Phone	Clinician Name	Appointment Time	Audio/Video Result
	NSW Chest Clinic	Samuel Edwards	*Patient*	04X2S66X04	Dr Amy Brown	9:30 AM	
3	NSW Chest Clinic	Samuel Edwards	Jessica Alba *Carer*	049837X84X	Dr Amy Brown	9:40 AM	
8	NSW Chest Clinic	Naya Massi	Sara Ejje *Carer*	045X89X051	Dr Amy Brown	10:00 AM	



Call status

Call status is indicated by the colour, numbers, and symbols shown in the first column:

- Green indicates that there is an active call.
- Orange indicates the patient has been waiting less than five minutes.
- Red indicates that the patient has been waiting for more than five minutes.

The numbers on the keys indicate the number of minutes the patient has been waiting for.

The transfer icon indicates that there has been interaction between the participant and a user and returned to the waiting queue.

Waiting room name

This is the name of the room the patient has joined. If you have been assigned a role in multiple rooms you can use the arrow to sort the rooms or the search feature in the top right of the screen to quickly locate what you are looking for.

Patient name

This is the name the participant provided on entry.

Other participants

This is the name and role of that the participant provided on entry.

With patient icon

The with patient icon indicates that the other participant is physically with the patient. This is useful to show other users that the patient has joined and prevents delays when the clinician is waiting for the patient to connect before commencing the appointment.

Phone

This is the phone number the participant provided on entry.

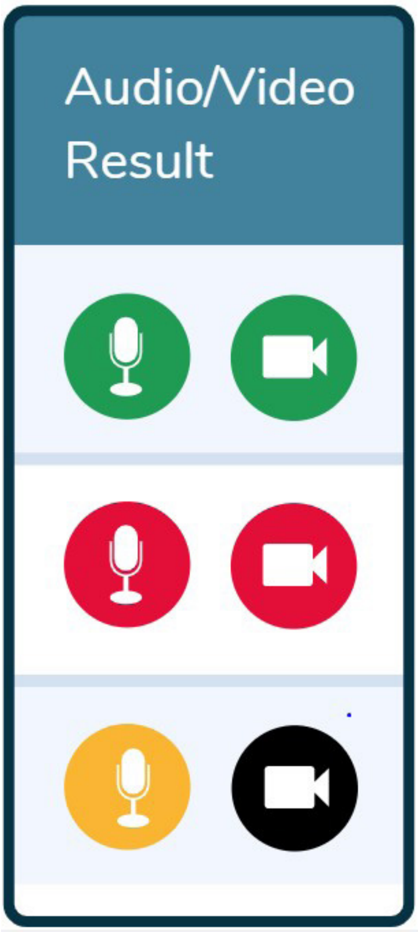
Clinician name

This is a customised functionality and is only available when activated in the room set up.

When activated, the participants will be able to select the name of the clinician they are having their appointment with. Administrators and coordinators can modify this functionality in the room settings.

Appointment time

This is the time of the appointment that the participant provided on entry. It is used for notifications and reporting.

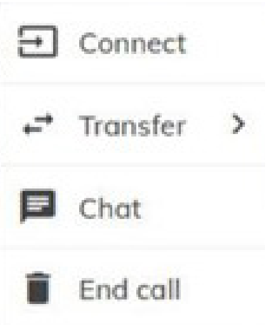


Audio/video result

Participants are automatically prompted to conduct a test of their audio and video devices. This indicates the results of this test. There are four colours to define their results:

- Green: Tested ok
- Red: Tested poor
- Orange: Not tested
- Black: No audio or video.
- As patients become more comfortable with using myVC, they are less likely to test their audio and video settings.
- Search patient name
- You can search for a patient by typing their name in the search function on the top right.

Connecting to a participant



When you click on the name of a waiting participant in several options are presented:

Connect

Clicking on 'Connect' will begin the virtual consult with the first participant. You should connect the patient first, unless you have an interpreter. If you are connecting multiple participants the options will include 'Add to Call' this should be used for all other participants following the connection of the first participant. (See adding participants for more information)

Transfer

Clicking on 'Transfer' will allow you to transfer the participant to a different room. You will have to type the name of the room you wish to transfer the patient to, then click on it in order to successfully transfer the patient to a different clinical room.

Note: If you have multiple participants, you can connect all of them together and then transfer them to a room. This will allow them to all speak to each other while they are waiting for the health care provider.

Chat

Clicking on 'Chat' will transfer you to a chat room where you can send an instant message or a file to the participant.

End call

Clicking 'End Call' will disconnect the patient call from myVC. This should only be used when a user did not properly end the consult with the patient and the name of the patient is still in the system. In this instance, the only way to remove the name of the patient from the waiting queue is to select 'End Call'.

Dropouts

A participant will drop out of the waiting queue or call after 60 minutes of waiting time if not connected to a user in this time. Managing patient wait times is important and should be considered when setting up the service. There should be interaction with the participants that are waiting. If activated the notifications will alert you to how long someone has been waiting. administrators and coordinators can also monitor this from the Admin View.

myVC consultation screen

Connecting a participant transfers you to a new page that will appear like the image below:

Monitor waiting queue whilst in a call

Whilst conducting a virtual consultation, you can also monitor your waiting queue. This overview can be hidden or shown by collapsing/expanding that section.

The waiting queue will automatically hide if you share your screen with a patient.

Participant chat

Any participant in the consultation can send a message by typing in the ‘Send message’ box and either pressing enter or clicking the blue arrow button. If there was chat interaction before connecting to the room this will transfer to the consultation room.

Attaching files

All participants can attach files. They will appear in the chat window. To attach a file:

1. Click on the paper clip icon.
2. Click ‘Choose file to upload’.
3. Select the files you want to upload. You can select to upload more than one file at a time provided their combined size is not bigger than 20 MB.
4. Click ‘Finish‘.

Important: Uploaded files will not be available after the call has completed. If the attachment is required after the call it will need to be saved. Users should advise/remind participants to save the file(s) prior to ending the call.

Monitor call participants

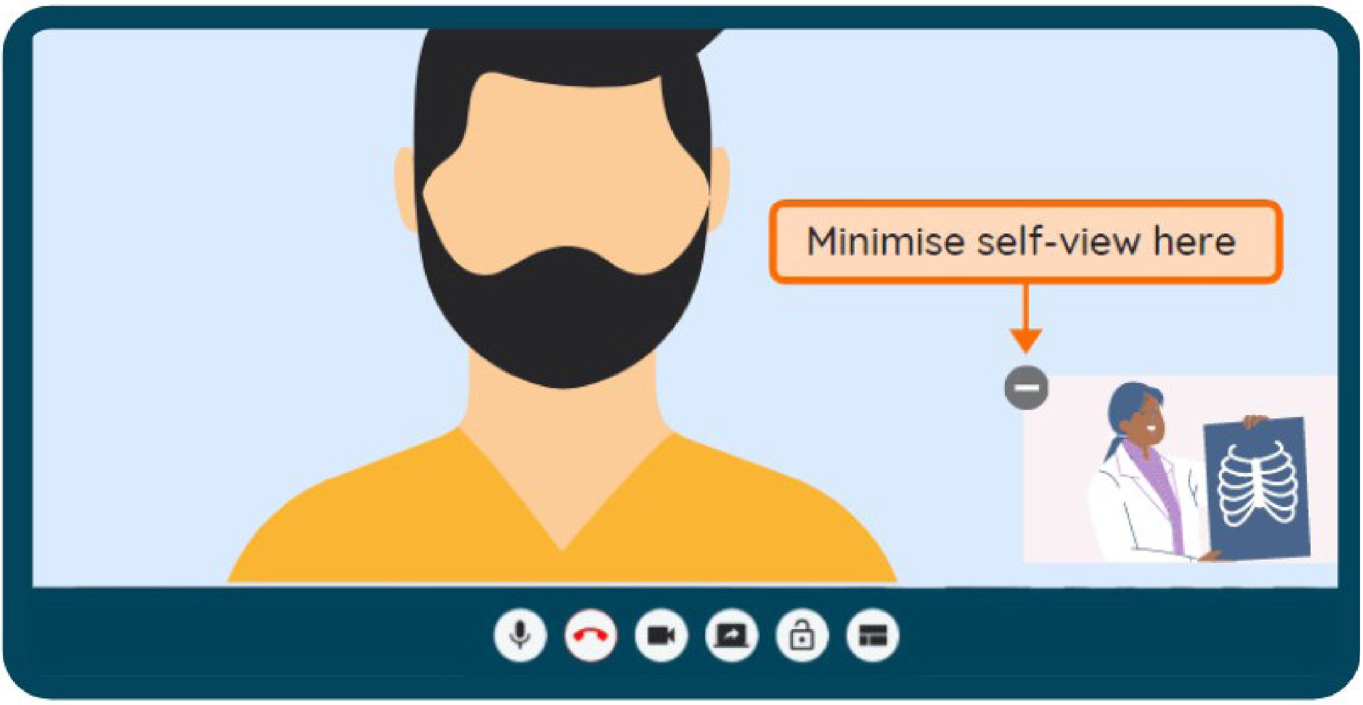
The top bar of the virtual call will identify all participants in the call. You will notice an 'X' and a microphone icon next to each name. Click the 'X' to remove individual participants from the call.

Muting participants

The host can mute a participant by clicking on the microphone icon next to their name in the top bar. Their name will turn red to indicate they have been muted. The participant may not know you have muted them.

Self-view

To minimise self-view, click on the circle icon on the top left of your image.

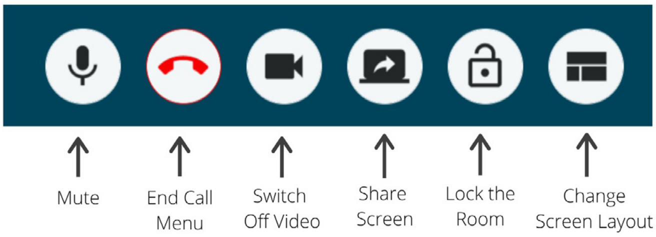


Spotlight a participant

The spotlight function allows the vision of a spotlighted participant to remain on the screen for all participants, regardless of who is speaking. This function is only available when the consultation has three or more participants.

To spotlight a participant, simply click on the name of the participant in the top bar. A message in the middle of the page will confirm that the participant is now spotlighted.

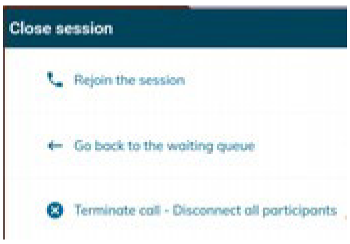
Call Controls



These controls will auto-hide at the bottom of the window and reappear when you activate the screen (move mouse/touch screen). Participants also have call control buttons but are not able to lock the room or change the layout.

Microphone

Users can mute or unmute themselves by clicking this button.



End call menu

Clicking this button provides three options:

1. **Rejoin the session**
   If the consultation is still ongoing.
2. **Go back to the waiting queue**
   If the patient has another appointment or needs to discuss booking their next appointment.
3. **Terminate call**
   Disconnect all participants: if the consultation is complete and no further interaction is required.

Video

Clicking this button will start or stop your video. Use the self-view mode to see what others can see. You should be in the centre and in good view.

Important: Check your background for any patient sensitive information prior to sharing video.

Share screen

To share your monitor/computer screen during a consultation you will need to select the 'Share Screen' icon and choose which screen you wish to share with participants. You will still be able to see the participants when you share your screen.

Lock the room

For additional privacy, you can lock the room by clicking this button. This will prevent clinicians with access to the room connecting. If the room is locked and someone is trying to enter, a notification will pop up on your screen.

Change screen layout

The 'Default' option is for the screen to move to the participant who is speaking. The 'Equal' layout will allow you to see up to four participants at a time on the same screen.

See below for information on other screen layouts:

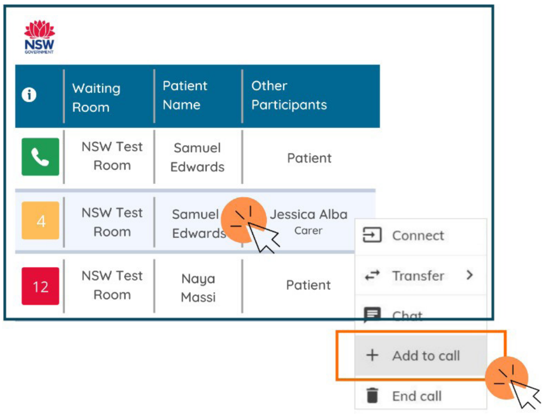
- 1+0 layout –full screen of the main participant, plus an icon indicating the number of participants.
- 1+7 layout –large video of the main participant, plus a single row of thumbnails for other participants across the bottom of the screen.
- 1+21 layout –large video of the main participant, plus three rows of thumbnails for other participants across the bottom of the screen.
- 2+21 layout – large video of the two main participants, plus three rows of thumbnails for other participants across the bottom of the screen.

Adding participants to an existing call

Additional participants can be added to the call through the waiting queue or invite.

Adding a participant from waiting queue

Identify the name of the participant in the waiting queue and click ‘Add to call’.



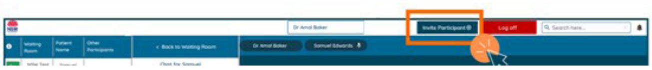
Invite additional participants

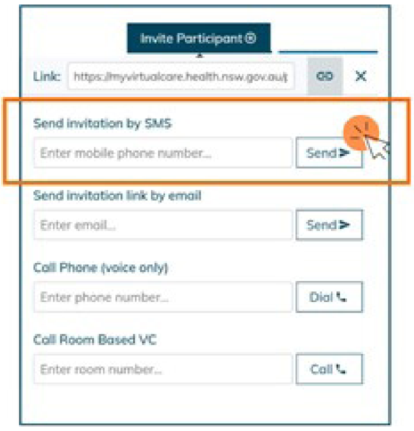
Additional participants can be directly invited to join the consultation by clicking the ‘Invite Participant’ button at the top of the page.

Clicking on ‘Invite Participant’ opens multiple ways to invite a participant. Enter the additional participant’s details (phone number or email address) into the appropriate box and click on send/dial/call. For example, inviting a participant through SMS will send an SMS with a virtual room invitation, including a virtual room link, to the mobile number provided.

Once the invitation has been received by the additional participant, they can enter the details to log in and will automatically be joined into the consultation.

Note: You cannot call or text international numbers using myVC. If you want to invite a patient or participant to the call and they are overseas, the link will need to be emailed.





How many participants can take part in a consultation?

The maximum number of participants that can take part in a myVC consultation is eight.

Transferring a patient

Transferring a patient back to the waiting room

Where a patient has another appointment scheduled or is required to speak with another user, for instance to book their next appointment, they can be returned to the waiting queue.

A patient can be transferred back to the waiting queue in two ways:

1. Click the ‘End Call’ button and select ‘Go back to the waiting room’.
2. Click the ‘Back to Waiting Room’ button on the top bar whilst in the call.

Transferring a patient to a different room whilst in a call

To transfer the patient to a different room while in a call follow the steps below:

1. Click on the patient’s name in the top bar.
2. Select ‘Transfer’.
3. Type in the name of the room you wish to transfer the patient to.
4. Select ‘Back to waiting room’.

System administration

Admin view

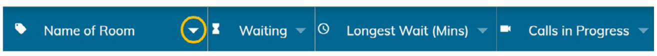
Accessible via the home page, only administrators and coordinators can see the 'Admin View' button. The admin view provides a window to the backend of myVC where rooms can be established, monitored and managed.

Administrators will have full access to the rooms in their organisation. Coordinators only have access to the rooms they have been assigned to.

What can you do in admin view?

Admin view provides the following options:

- Create a virtual room (administrators only)
- Edit room settings
- Locate and copy the URL link for the virtual room
- Download a list of all the virtual rooms
- Monitor overall room status.



Admin view layout

The admin view page has four columns. Each column can be rearranged in ascending or descending order by clicking on the arrow to the right of the column name.

Name of Room – Lists all the virtual rooms that you have access to.

- System administrators will see everything in their district
- Coordinators will only see the rooms that they have been assigned to.

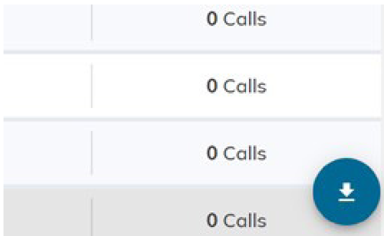
Waiting – Lists how many participants have connected

Longest Wait (Mins) - Lists the length of time a participant has been waiting

Calls in Progress – Lists the number of active calls in that virtual room

Downloading a list of myVC rooms

You can download a list of all the rooms in myVC by clicking on the circular download icon on the bottom right of the admin view page.



Creating a virtual room

Administrators are the only users in myVC who can create a virtual room.

What is a virtual room?

A virtual room is an online virtual clinic established to support a clinical service to conduct virtual appointments. It is accessed by patients and other participants through a public URL link.

How do Administrators create a virtual room?

To create a virtual room, you need to select the admin view page. Then, click the 'Create a New Room' button on the top bar, . This will direct you to a form to create a new room.

Naming a room

The name of a virtual room is made up of two parts: the LHD and the clinical service operating in myVC. For example, a respiratory clinic operating in South Eastern Sydney LHD will be named 'SES Respiratory Service'.

All rooms are defined by the LHD in which the service is operated within. This is managed through a drop-down menu on the new room creation form.

Naming conventions

Rooms established in myVC have fixed naming convention requirements to support consistency within the portal. Administrators of the system have access to the approved conventions via the telehealth managers Microsoft Teams site.

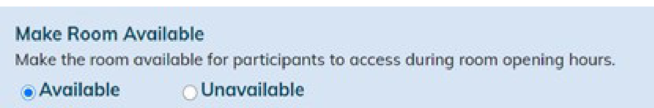
If you want to name a room that has no existing naming convention, you will have to contact ACI. Administrators will discuss with Clinicians who intend to use myVC how the naming conventions can be aligned when establishing their clinical service in the portal.

Room description

This text box is used to provide a description of the services provided by this virtual room. The description is only visible in the room settings. This description is useful if there are multiple similar services within an LHD.

Room availability

You can choose to make your room either available or unavailable by clicking on the appropriate button. If you select unavailable it will make the room inaccessible for users. This can be utilised if a clinic has a scheduled shutdown, for example closure over the Christmas period.

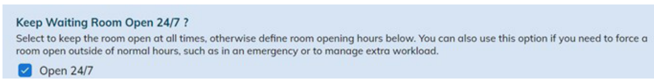


Opening hours

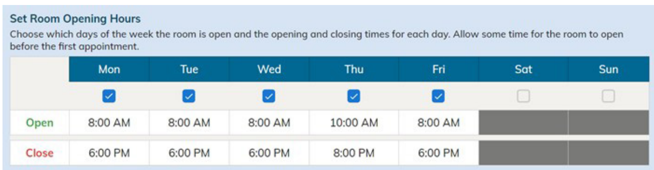
The opening hours of your virtual room can be set in three ways:

1. **Copy from existing waiting room.**
   If a virtual room with the same opening hours already exists, you can copy its settings by typing the name of the room you wish to copy into the search box and then selecting it.

2. **Make a room open 24/7**
   If you would like your virtual room to be always available, you can select to have it open 24/7 by clicking the appropriate button.



3. **Set the room opening hours manually**
   You can choose to set the days and hours of operation via the tool pictured below.
   Ticking underneath the day of the week will indicate the room is open, while unticking will indicate the room is closed.
   The opening and closing hours can be modified by clicking on them. This will open a clock tool to allow you to input the times.



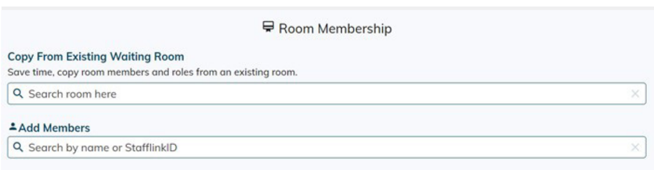
Room membership

Only members of a room can access the room directly. Clinicians are required to be members to host a consultation. Only NSW Health staff with a StaffLink ID can access the myVC portal. Members can be added to a virtual room in two ways:

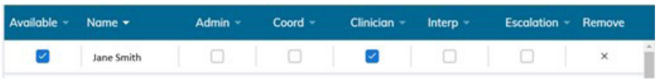
1. **Copying members from an existing waiting room**
   If a virtual room already exists with the same required members, you can copy the members and their assigned roles using the search bar.
2. **Add members manually**
   Members are added to a clinical service through entering their StaffLink ID or name in the member search function.
   For security reasons, it is recommended that coordinators and administrators use a StaffLink ID to add a user to the room. If there are multiple people with the same name, using a StaffLink ID ensures the correct person is added to the room.

Important: If you add a member to your clinical room and they are unassigned a role, they will have access to the entire room. Therefore, you must strictly assign user roles in the clinical service. Please see below for information about assigning roles.

If you have trouble logging in to myVC, please get into contact with your [virtual care/telehealth manager or lead.]



To join a virtual room as a clinician, coordinator or interpreter, you will have to contact the coordinator of the virtual room. If you receive no response from the coordinator, you can escalate to your LHD's myVC administrator.



Managing members

Administrators and coordinators can manage aspects of members profiles within room settings.

Modify availability

Users can modify their personal availability by referring to the user profile section.

Administrators and coordinators can modify a user's availability by ticking the box left to their name.

Assigning roles

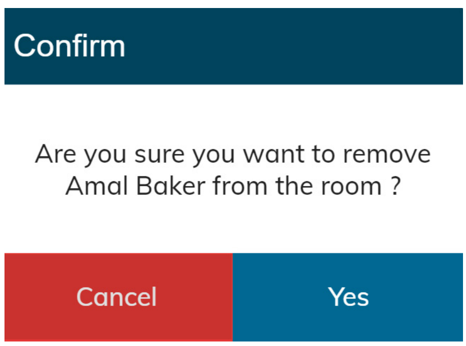
Users in myVC can be assigned four different roles: administrator, coordinator, clinician or interpreter. Administrators and coordinators can add, remove and assign user roles in the myVC portal. A role is assigned by ticking the correlating box for each member.

Escalation notification

An escalation notification is received by assigned users when a patient has been in the waiting room for over 15 minutes. Room settings can be used to assign who receives this notification by ticking the box.

Removing a user

To remove a user from the clinical service you will have to identify their name in room membership and select remove. Then select 'Yes' to completely remove them from the room.



Customisable Function - List clinician names for participant selection on login

Ticking this box provides patients with a drop-down menu so they can select the clinician they are scheduled to see upon entering myVC. The workflow of your clinical service will determine if using this feature is appropriate. This feature may not be appropriate if there are many clinicians using the room or if walk-in patients are common.

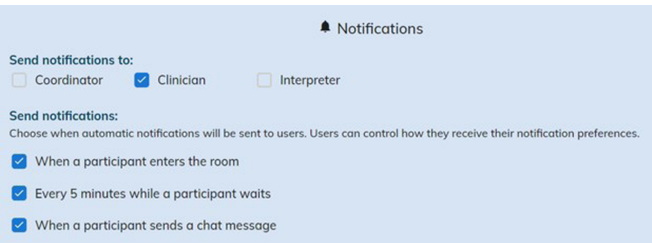
Room notifications

Notifications can be sent to members via email, text, or on the screen. Members manage how they would like to receive these notifications in their user profile.

Within room settings, administrators and coordinators can select who will receive notifications by ticking the box next to their role.

There are three types of notifications in myVC. Administrators and coordinators can select which notification(s) are sent by ticking the box next to the notification type. The three notifications are:

- when a participant enters the room
- every five minutes while a participant waits
- when a participant sends a chat message.



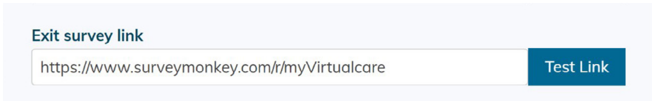
Room configurations

Exit survey link

The exit survey link should be pre-populated when the room is initially created. This survey is used across all NSW Health and should not be changed. Using the same survey across the state allows meaningful and standardised data collection.

Welcome video link

myVC can play a selected YouTube video for when the participants entered the virtual waiting room. Paste the URL of the desired YouTube video into the box and test the link.

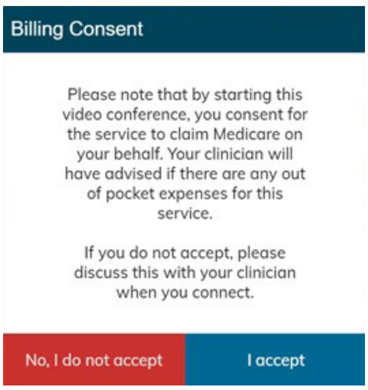


Medicare billing consent

Selecting this consent message as 'Active' will ask patients to consent to Medicare claim for the consultation.

This will automatically be displayed after patients provide entry details. Patients select a response to enter the waiting queue. The patient will enter the virtual room regardless of their answer to this question. If the patient does not consent, the clinician will see this and if required prompt a discussion around billing.

Selecting 'Inactive' will not ask the patients for their billing consent and patients will go directly to the waiting queue after selecting their appointment time.



Managing room settings

Room settings include the description of service, availability/hours of operation and members. This information should be included at initial set up via the room creation form.

An administrator or coordinator can edit the settings of an existing room by clicking on the settings icon of the room. After applying the changes, click 'Save and Close'.

Follow the steps below to access the room settings:

1. Access the admin view page
2. Identify the room you are looking for. Where you have access to multiple rooms use the search function to locate quickly
3. Select the cog icon on the left to access room settings.

URL link

The unique URL link allows participants to identify your virtual room. This link is required for all participants joining the appointment virtually. These may include the patient, their family members/carers, and any other providers.

This link will need to be provided to all users of the room. It is not accessible from the home page for a clinician or an interpreter without coordinator access.

Follow the steps below to access the room link.

1. Access the admin view page
2. Identify the room you are looking for. Where you have access to multiple rooms use the search function to locate quickly
3. Select the link icon. This will automatically copy the room URL link. Once you copy the link, a grey box on the bottom of the screen will pop up confirming you have copied the link to the virtual room.

For more information on myVirtualCare please contact the ACI myVirtualCare team at **ACI-VirtualCare@health.nsw.gov.au** or find out more at the following web address **https://nswhealth.sharepoint.com/sites/ACI-VCCENTRAL/SitePages/myVirtualCare(1).aspx**

The Agency for Clinical Innovation (ACI) is the lead agency for innovation in clinical care.

We bring consumers, clinicians and healthcare managers together to support the design, assessment and implementation of clinical innovations across the NSW public health system to change the way that care is delivered.

The ACI's clinical networks, institutes and taskforces are chaired by senior clinicians and consumers who have a keen interest and track record in innovative clinical care.

We also work closely with the Ministry of Health and the four other pillars of NSW Health to pilot, scale and spread solutions to healthcare system-wide challenges. We seek to improve the care and outcomes for patients by re-designing and transforming the NSW public health system.

Our innovations are:

- person-centred
- clinically-led
- evidence-based
- value-driven.

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