HEALTH CONNECTIONS

CISCO JABBER

User Guide

INTRODUCTION

The purpose of this document is to provide a visual guide for the basic use of Cisco Jabber as part of the Health Connections platform. For more specific and in-depth usage advice, please contact Country SA PHN's Digital Health Officer:

Keiran Mether | **e** kmether@countrysaphn.com.au | **p** 08 8159 2201 | **m** 0428 786 335

VERSION HISTORY

Created June 2017, T Bukojemski
Updated November 2018, K Mether

ACKNOWLEDGEMENTS

Country SA PHN gratefully acknowledge the financial and other support from the Australian Government Department of Health.
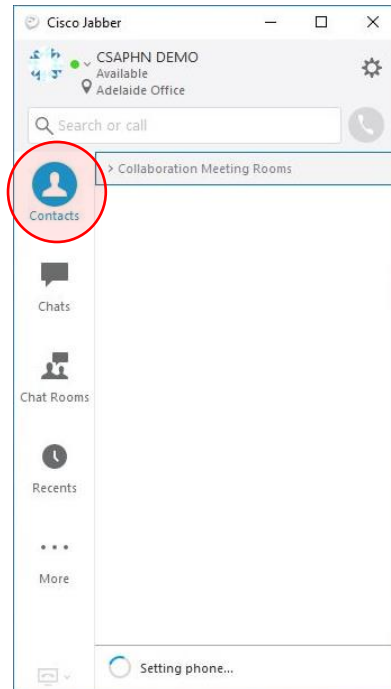
CONTENTS

LOGGING IN

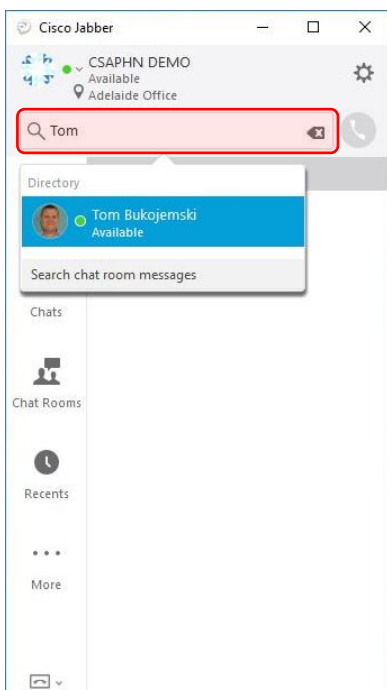1. Log-in to Cisco Jabber with the username and password that have been provided.

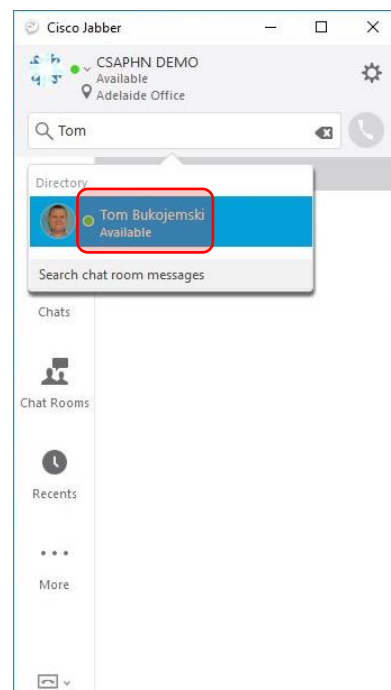Once Cisco Jabber has logged in, the view will default to the Contacts tab (highlighted below).

This list may be empty initially. Steps to add contacts can be found on page 6.

MAKING A CALL

1. To make a call, first search for a contact. Start by typing the name of the contact in the search field found at the top of the Jabber client (highlighted below).
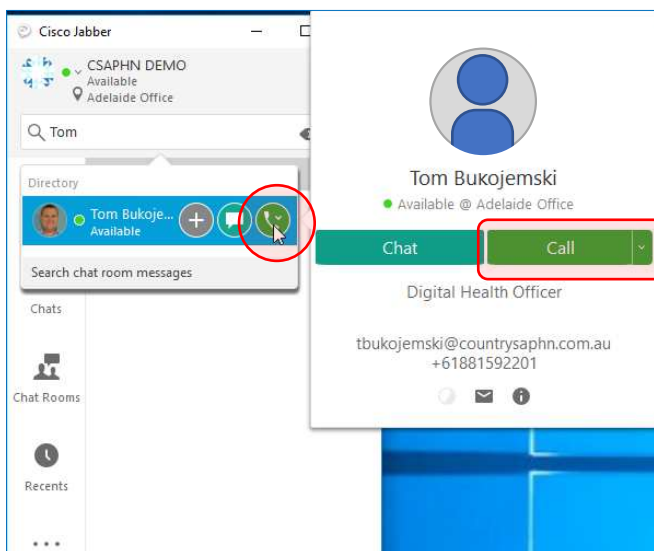

There are four statuses that can be displayed (highlighted below). They are Available (green), Away (yellow), Do Not Disturb (red) and Offline (grey). For more details about these statuses, see page 5.
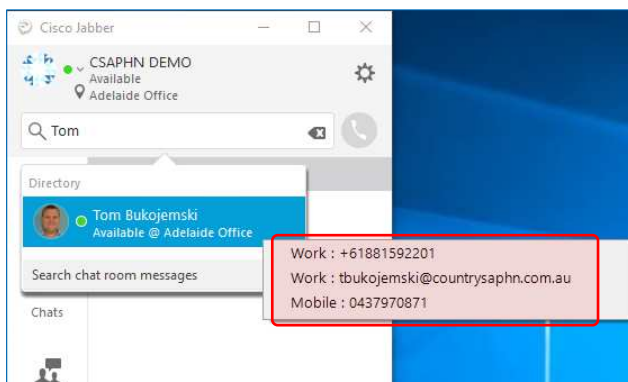
Status Description

- ● *Available*
  The contact is online ready to receive a call.

- ● *Away*
  The contact is online but have been inactive for over 15 minutes. They are still able to receive a call.

- ● *Do Not Disturb*
  The contact is online and able to receive a call, however they will only receive a silent alert.

- ● *Offline*
  The contact is offline and unable to receive a call. A busy tone may be heard or a diversion to voicemail should the contact have it configured that way.
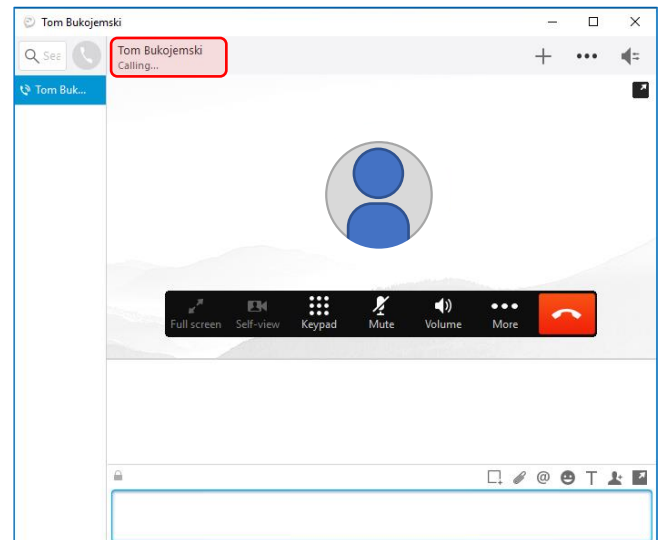
2. Hover the mouse pointer over the contact you wish to call for more information. Select either of the call buttons (highlighted below).
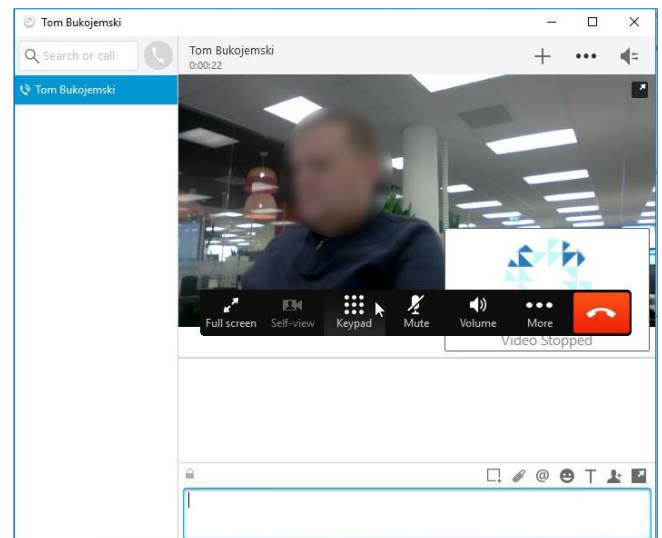

3. If there are multiple numbers assigned to the contact, select the desired number (highlighted below).
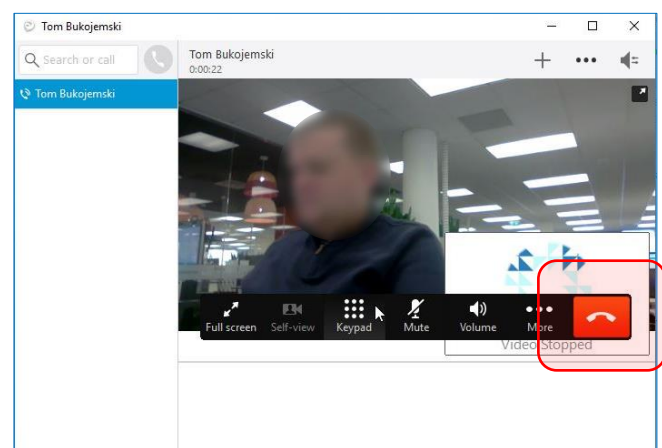

4. You will hear a dial tone whilst waiting for the contact to answer. Video will only start sending once the call is answered.

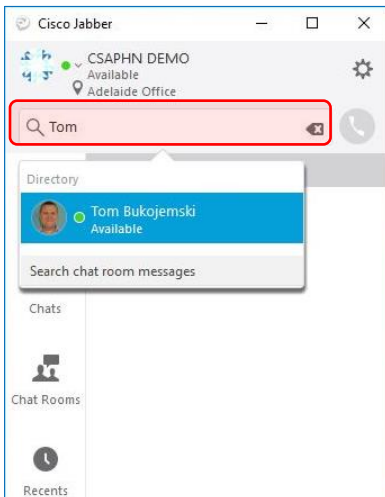5. When the call has successfully connected, you will be able to commence the consult.

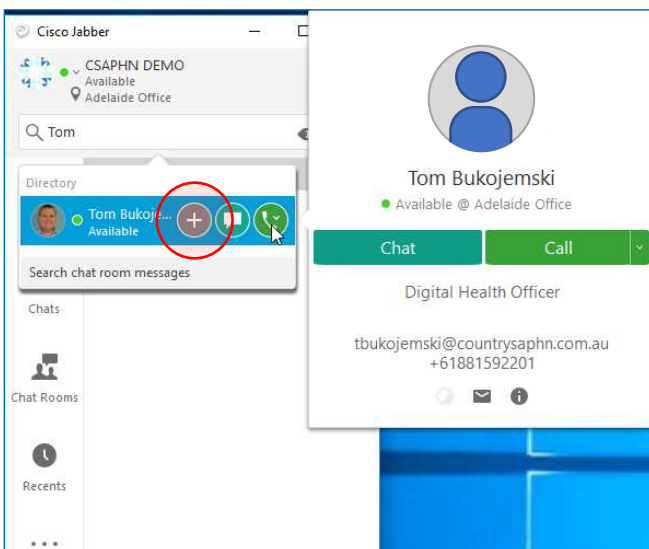6. Once the call is complete, click the Hang Up icon (highlighted below).

CREATING A CONTACT LIST

If there is a need to have regular communication with a contact, it may be easier to add them to a contact group. There are a couple of benefits to doing this. Firstly, it is quicker to find them and secondly, you will be able to see their availability straight away.
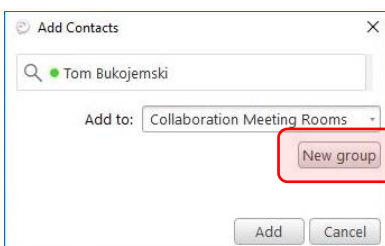
1. Start by searching for the contact you wish to add (highlighted below).

2. Select the grey Plus icon (highlighted below).

3. A dialog box will appear requesting which group to add the contact to or allowing the creation of a new group. Select New Group (highlighted below).
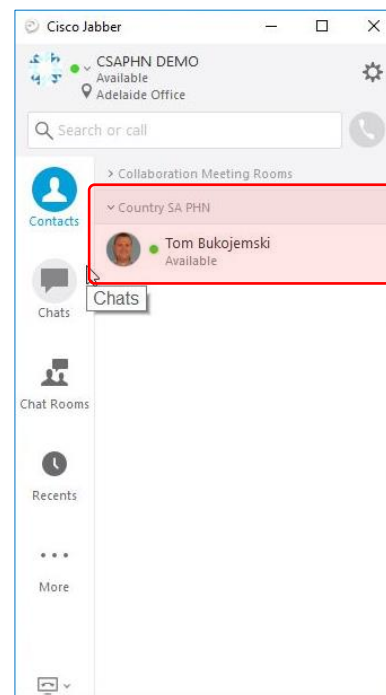

4. Enter the name of the new group to be created and click Create (highlighted below).

5. Select the newly created group from the 'Add to:' dropdown list (highlighted below) and click Add.

6. The new group will appear in the Contacts section of Cisco Jabber (highlighted below).

Multiple groups can be created and contacts can be assigned to one or more groups.
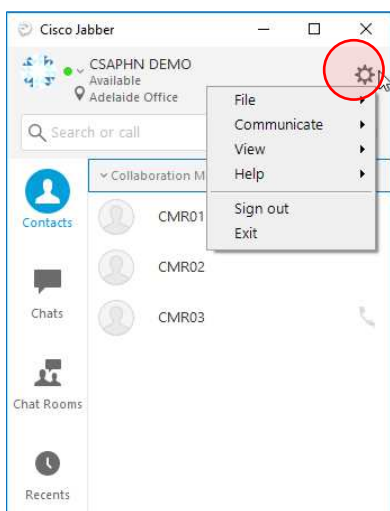
TROUBLESHOOTING ISSUES

Any software that is operating across multiple corporate networks and via the internet can be affected by a variety of issues which may cause the software to become unstable. It is also possible that use of Health Connections Video can impact your internal network depending on the capacity available. Your IT service provider is best placed to advise on or rectify any such issues.
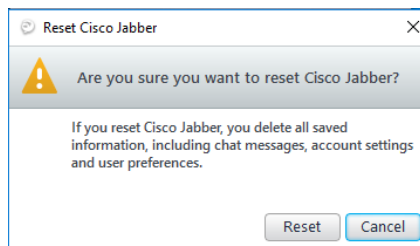
A known issue which has arisen is where an engaged signal can be heard when contacting a colleague. While we work to permanently resolve this issue, a workaround is for both participants to log out and back into Cisco Jabber.

If this doesn't work, you may need to reset Cisco Jabber which can be done by following these steps.

1. Logout of Cisco Jabber by clicking on the Settings icon (highlighted below) and select 'Sign out'.
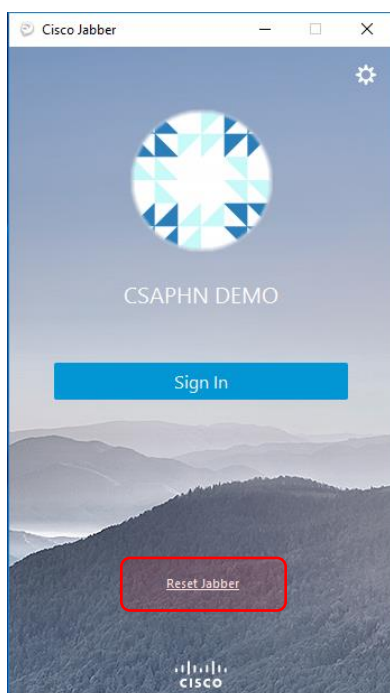
2. Once signed out, click 'Reset Jabber' link at the bottom of the sign-in screen (highlighted below).

3. Select the Reset button when the following dialog box is displayed.

4. Log back in and try a video call again.

SUPPORT MATRIX

Cisco Jabber faults	Country SA PHN, IT Service Desk 08 8519 2280
Cisco Jabber training	Country SA PHN, Digital Health Team, 08 8519 2201
Hardware faults and support	Your internal IT support team or IT service provider
Network connection faults	Your internal IT support team or IT service provider

ADDITIONAL GUIDES

Country SA PHN recommends each organisation institute their own policies and procedures for the provision of consults using Telehealth services. The below documents can assist with the creation of those polices and procedures.

ACRRM – Supporting policy and procedure documents courtesy of the Australia College of Rural & Remote Medicine:

Telehealth Standards – http://www.ehealth.acrrm.org.au/telehealth-standards

ATHAC Standards Framework – http://www.ehealth.acrrm.org.au/sites/default/files/ATHAC%20Telehealth%20Standards%20Framework%202016.pdf

Telehealth Patient Information Sheet – http://countrysaphn.com.au/resources/Resources/Other/Patient%20Information.pdf

How to Conduct a Video Consultation – http://countrysaphn.com.au/resources/Resources/Other/How%20to%20Conduct.pdf

Seeking Patient Consent – http://countrysaphn.com.au/resources/Resources/Other/Seeking%20Consent.pdf

MBA – Supporting policy and procedure documents courtesy of the Medical Board of Australia:

Guidelines for Technology Based Patient Consultations - https://www.medicalboard.gov.au/documents/default.aspx?record=WD12%2f7052&dbid=AP&chksum=BWu6uoWlwW2PcJUUZUwcRw%3d%3d