

Simple steps for using HealthDirect

1. To log in go to: <https://vcc.healthdirect.org.au/>
2. Your User Name will be your work email address.
3. The password must be 14 characters long – we suggest you use pass phrase

Once Logged In:

You will see the waiting room for your facility. From here you are able to:

- Send the link for a call
- Set Alerts for notification of callers
- Join a call

Sending the link for a call:

Option One: Using the 'Clinic' waiting room

The waiting room link is the easiest to send to providers or family members for a site to site consult. It will direct the person into the waiting room, from where whoever is going to assist with the consult can join the call.

On the right-hand side of the screen, you may either:

1. Copy the link
Copy the link and then send by email with time and date, from your own email account.
2. Send the link by email or SMS
Select either Email or SMS. Update the message field with time and date.

Option Two: A User Room meeting for a group call.

For the Nurse/ Clinical Manager who coordinating the case conference, this function enables you to ask up to multiple participants to a meeting room.

You can stagger their arrival, and as they connect you can join them to your call. Please note that you can as above Copy the link and send by email or schedule the time as below.

On the left hand side of the screen:

1. Select your 'User Room'
2. Select 'Send Invitation'
3. Choose 'Yes' for a particular time
4. Enter the recipients email addresses

Setting Alerts for notifications of callers:

On the top right-hand corner of the screen, under the Test Call button, is the function for Waiting Area Alerts.

Alerts can be set to notify you by email, SMS or desktop of callers to the RACF Clinic room. Please consider which is most appropriate and confirm with you care manager as to what option you may use.

A secondary alert can also be sent after a time delay if the call has not been responded to.

Joining a call:

If you are using a new device, you may complete a Test call prior.

A dark blue rounded rectangular button with the text "TEST CALL" in white capital letters.

The Test call will check your camera, sound and internet connection.

From the Waiting Room:

1. Select the person whom you are going to see
2. Click on Join call
3. A new window will open
4. Complete your call

From the User room:

1. You will see number of people waiting on the right hand side of the Enter button.
2. Select Enter
3. A new window screen will open.
4. If you are expecting more than one person, it will notify you when they are in your waiting area.



5. Using the Call Manager Function on the top right hand side, add or place callers back into the waiting area as needed.

Tools to use:

A teal rounded rectangular button with the text "Tools +" in white.

Tools are located on the top right of the consult screen

The best way to learn about the tools is to try using them.

Options include:

- Share an image or PDF
PDF's can be written on by all participants this may be useful for Consent forms.
- Start a screenshare
Standard screenshare function,
- Add a whiteboard
- Share a file
Files shared can be downloaded by all participants.
- Share a YouTube video



Tool Manager icon will come up when a tool has been activated. It is located next to the Tools icon. Clicking on this icon will enable you to move between different functions.