HealthDirect Demonstration Guide for Practices

Logging In	Log in to HealthDirect through website *(Administrators should have received an email with login credentials. Select the box for "keep me signed in for today" to prevent being logged out after an hour)*
	Once logged in, you will see your clinic(s if multiple) in the middle of the screen. The 3 boxes at the top will give you a quick glance indication of patients either waiting or being seen.
	To the left of the three boxes, you will see **My Clinics.** Under that is "enable desktop notifications"- click on this to receive a pop up whenever a patient enters the waiting room
	Click on the name of your clinic *(in blue)* to open your waiting area
	Waiting Area and Clinic Settings
	The middle of this screen is where you will see any callers waiting to be seen or in a call
Test Call	**Clinic Settings** is found to the right. Begin by clicking **Test Call** to check hardware and internet connection.
Waiting Area Alerts	Click here to choose how to receive notifications (if desired) of callers entering your waiting area.
Waiting Area Hours	These are the times that when the link is clicked, a patient will be directed to your waiting area. These can be customised, as well as what message will be seen if a patient tries to enter outside of these hours.
Waiting Area URL	This URL can be sent to patients as a link via email or SMS and will be used by the caller to enter the Waiting Area. The **Copy** button is a one-click way of copying the URL.
	Configure *From left hand side, "**Configure**"*
Clinic tab	From here you can change your clinic name and add a logo from files on your computer. Adding support contacts will allow your patients to have a point of call at the practice if they require assistance.
Team Members tab	This is where you will need to add anyone internal that requires use of the platform (doctors, admin staff, etc). Once you have added them by email address, they will receive an email with link to activate and login to their account. You will need to assign them a role and which permissions you would like them to have access to. ***Administrator** has access to manage (add, delete or edit permissions) other user accounts* ***Team Member** has general access but you can remove which rooms they have access to (see **Rooms** section of document)* ***Service Referrer** is mainly for case-conferencing (eg. You may choose to case-conference with a 3rd party healthcare provider, but do not want them having access to anywhere else in the platform)*
Add-Ons tab	Different tools can you have access to during the consults (see **Consultation** section of document). You can choose to remove these.

Call Interface tab	This is where you can customise how your consultation will look by changing colours or adding images.
Call Quality tab	This tab refers to the technical side of the platform
Waiting Area tab:	
General Configuration	Can change display names, time-zones and customise message for when waiting area is disabled.
Share Waiting Area:	
Launch Using a Button / Embed into a Page	To have a button on your website that patient can click instead of receiving a code. You can customise the colour and text of the button and then copy and paste the code into your website.
Waiting Area Hours	Once your patient has been given the link, the link will be able to be used for ongoing access to the Waiting area. To ensure that patients are not entering the Waiting Area outside of TeleHealth hours, customise your hours here.
Supporting information for callers	If you would like to add more links to practice's website, policies, etc.
Patient Entry Fields	You can chose to request information from callers before they enter the waiting room *(ie. Medicare card number, etc)*
Automated Messages	You can add messages that will be automatically sent to your patients while they wait
Waiting Music tab	Can change style of waiting music and can load audio message instead *(ie. if you are experience any of the following symptoms, hang up now and dial 000)*
	Rooms
Meeting Room	For internal use- think of it like a virtual staff room. Practice may choose to have a set-time for a daily "huddle" if working remotely.
User Rooms	For internal use- to speak directly to the specific user.
	Consultation
Patient	Patient will click on link at consultation time to be directed to a virtual waiting room. They will be asked to enter their name and any other information you have requested from the **Patient Entry Fields** section. They will then have a waiting screen pop up with either music or an audio message, as decided by the practice.
Messages While Waiting	To view who is in your waiting area, click **Waiting Area** form the left hand side *(there will also be a number in a circle next to it to indicate how many callers are in the waiting room).* If you need to communicate anything to your caller *(ie. Doctor is running 2 patients behind but will be with you soon)* click the **Notify** button to send them a message in real-time *(this can be done by any Team Member or Administrator.)*
Starting the Consultation	To begin the TeleHealth consultation, select **Join Call.** This will connect you to your caller.
Tools	In your top right corner, you will see a green box labelled **Tools+**
Share an Image or PDF	If you have images or PDF documents saved locally to your machine, you can share them with your patient with this tool *(ie, symptom management sheets, consumer medicine information, etc)*
Whiteboard	Both the health professional and patient can access the whiteboard to draw diagrams
Share a File	Files such as referrals or medical certificates can be shared with the patient suing this function. ***note: Platform does not interact with Clinical Software so any referral, med cert, etc. will need to be saved locally to your computer in order to attach it.* *It is also worth mentioning that the platform does NOT store any information and purges everything, therefore it is more of a file drop as opposed to an email. This is a secure method to share information as long as you explain to your patient that once it reached their end, it is their responsibility to store it appropriately and ensure its confidentiality.*