

New Organisation Setup Details

March 2020 | Version 1.0

Complete and return this form to videocall@healthdirect.org.au

If you have any queries, call Healthdirect on 02 8069 6079

Organisation details

Date Submitted	
Organisation Name	
Your organisation website (Home page link)	
Name of initial clinic/waiting area (that callers will access via video call. More can be added once organisation is set up by the Organisation Administrator)	
Clinic Description (A sentence or two about the service accessible via video)	
Organisation Logo (link to logo image or attach file)	
Organisation privacy policy URL (references as patients enter a waiting area)	

PHN affiliated to (if applicable)

Name	Eastern Melbourne PHN
Email Address	digitalhealth@emphn.org.au
Phone Number	0390460355

Practice Manager/Principal

The person with overall operational responsibility for implementation and adoption of video consulting using Video Call.

Name	
Email address	
Phone Number	

Practice IT provider

The person with overall responsibility for ensuring the video call access works well from a technical perspective.

Do you want EMPHN to contact your IT provider directly?

Name	
Email Address	
Phone Number	

Local Administrator Details (Practice Manager/Principal)

People who will administer the Organisation, Waiting Areas and Meeting Rooms in the Video Call Management Platform.

Name	
Email Address	
Phone Number	

Name	
Email Address	
Phone Number	

Authorised By (Person within the Organisation that is being set up)

The person authorising the creation of the Organisation and initial Waiting Area in Video Call.

Name	
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Default Setting

The following properties are set by default in the *Video Call Management Console*. They can be changed after the account has been created. Visit <https://help.vcc.healthdirect.org.au/> for more information.

Call Quality -> Connection Check Behaviour	Disabled
Call Quality -> Video Quality Preset	Adaptive
Default Waiting Area Music playlist	Jazz & Blues
Audio Announcement to play to callers waiting	None
Logo Image (if not provided)	Video Call Icon
Link to caller troubleshooting information:	Specify web link
Link to the default Terms of Use	Specify web link
Important Information presented to callers before they enter a call to this Waiting Area: <i>“This is NOT an emergency service. If you need urgent care, telephone 000 (triple zero). No one is permitted to record the call without consent. Everyone attending the consultation with you will be introduced.”</i>	Specify any changes
Operating Hours: Include Mondays to Sundays including breaks or can simply specify 24 hours, 7 days per week	9 am – 5 pm Monday to Friday
Callers access to the clinic from a Start Video Call button on a web page?	Yes
Callers must provide first name and last name to access the service, any other requirements? (e.g. mobile number, Medicare number, etc...)	First Name, Last Name and Mobile Number
Waiting in queue message: <i>“Thank you for your call, someone will be with you shortly”</i>	Specify any changes needed in the text
Callers see the ‘waiting in queue’ message after: (e.g. 10 seconds)	10 seconds
Providers who supply mobile phone number/e-mail address, received text alert/email notification of new caller in waiting area queue	Need to be configured by individual service provider
Service Provider Camera and Microphone settings	Enabled by default
Post Consult Survey link: Survey weblink (e.g. Qualtrics, Survey Monkey)	None