**New Clinic Setup Details (via PHN)** A picture containing clipart

Description automatically generated

April 2020 | Version 2.0

Complete and return this form to your PHN digital health officer.

If you have any queries, call Healthdirect on 02 8069 6079 or email [videocall@healthdirect.org.au](mailto:videocall@healthdirect.org.au).

**Department of Health Sponsor / PHN affiliated to**

|  |  |
| --- | --- |
| Name | Eastern Melbourne PHN (EMPHN) |
| Email Address | Digitalhealth@emphn.org.au |
| Phone Number | 03 9046 0355 |

**Clinic details**

|  |  |
| --- | --- |
| Date Submitted |  |
| Clinic Name |  |
| Clinic Logo (image) |  |
| Clinic Website (home page link) |  |

**Administrator / Adoption Lead Details**

The person with overall operational responsibility for implementation and adoption of video consulting using Video Call – the **initial clinic administrator** (more members can be added once initial administrator creates an account).

|  |  |
| --- | --- |
| Name |  |
| Email Address |  |
| Phone Number |  |

**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/](https://help.vcc.healthdirect.org.au/%20) 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:  *“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.”* | 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:  *“Thank you for your call, someone will be with you shortly”* | 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 |