

Quick Reference Guide



You will require the relevant remote access: MyApps, BYOD, MyVPN or Follow Me Desktop prior to being able to utilise the Virtual Clinic application outside of the Queensland Health network.

This quick reference guide outlines how the Telehealth Virtual Clinic applications can be accessed and used to facilitate patient appointments using remote access solutions while working from home.

There are 3 options for accessing and using the Virtual Clinic applications from home.

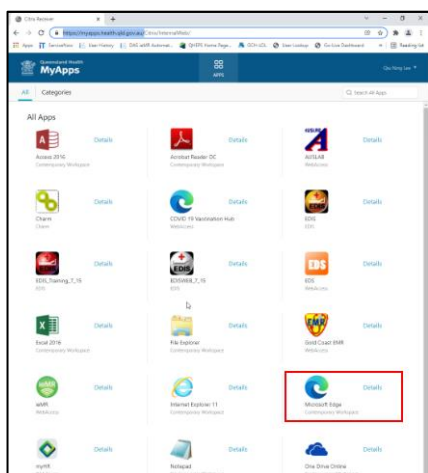
1. Using **MyApps** on your **personal computer/laptop**
2. Using **BYOD** on your own **smartphone or device**
3. Using **MyApps** on both your **personal computer/laptop** and **personal smartphone or device**.



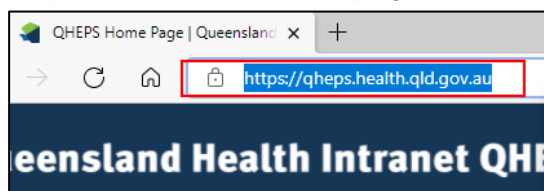
Ensure your computer, smartphone or device has the latest operating system, edge, safari or chrome browser with a functioning camera, microphone and speakers.

Option 1: Using MyApps on your personal computer/laptop

1. Log in to **MyApps** and open **Microsoft Edge** web browser.



2. In the **MyApps Edge** browser, navigate to <https://virtualclinic.health.qld.gov.au/>

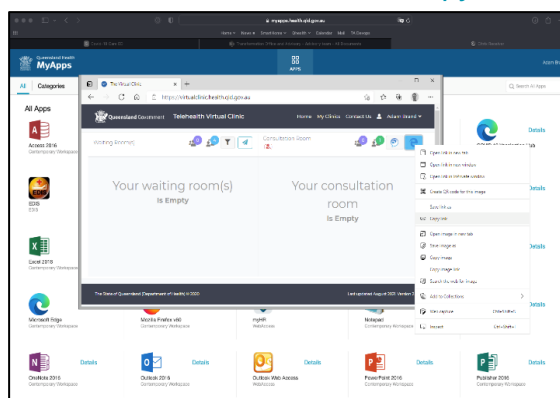


3. Log in with your **QH email address** and **Novell password**.



For optimal utility of the Virtual clinic it is best to use your own web browser for your consult room and utilise Edge in Myapps to move the patients between waiting room and consult room.

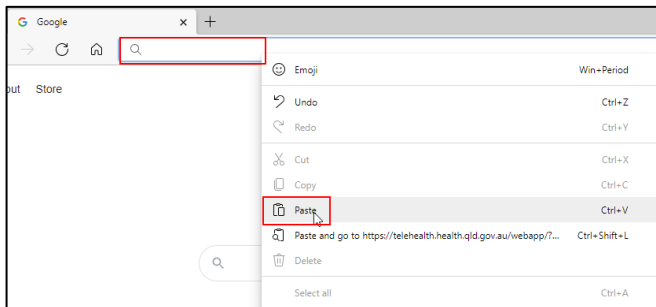
4. Once in **Telehealth Virtual Clinic**, right click on the internet icon and select **copy link**.



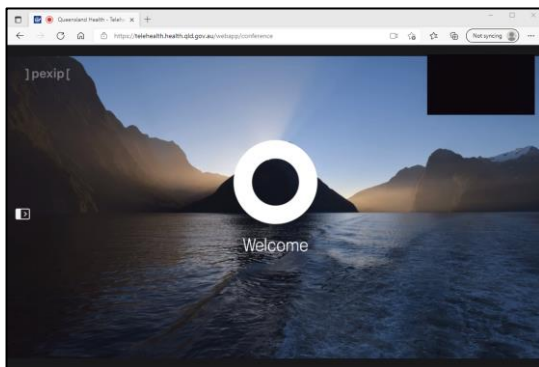
5. Open a new web browser on your PC (Edge, Safari, etc).



6. Right click in the URL bar and *paste* the copied link.



7. Hit the *Enter* key.



This workflow will work optimally with a dual screen or split screen functionality to utilised other **MyApps** applications.

Also ensure your personal computer has an up to date internet browser (edge, safari, etc.).

Ending the consultation

Patients can be disconnected from the call through the **Virtual Clinic** screen or on the call. Look for the **disconnect button**.

For detailed steps on using the Telehealth Virtual Clinic, refer to **Virtual Clinic Clinician Quick Reference Guide**, or refer to the video

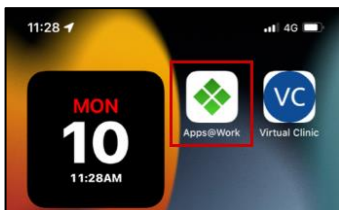
<https://player.vimeo.com/video/463652996>

Option 2 Use BYOD on your personal smart phone or device

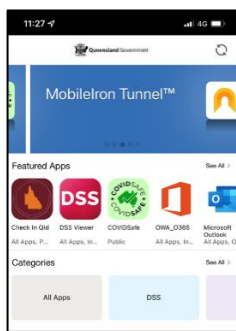
Option 2 requires BYOD access. BYOD is required to be set up on a Queensland Health campus while connected to Wifi.

[Self Help - eHealth Service Portal \(service-now.com\)](http://Self-Help-eHealth-Service-Portal-service-now.com)

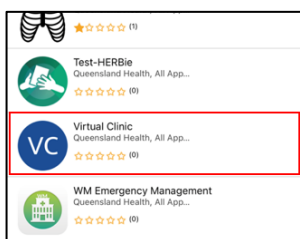
1. On your smartphone or device with the BYOD service launch the **Apps@Work** app.



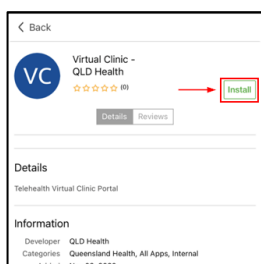
2. In the **Queensland Health App Store** locate the **Virtual Clinic** app



3. Touch the **Virtual Clinic** app to open the options



4. Install the **Virtual Clinic** app to your smartphone or device



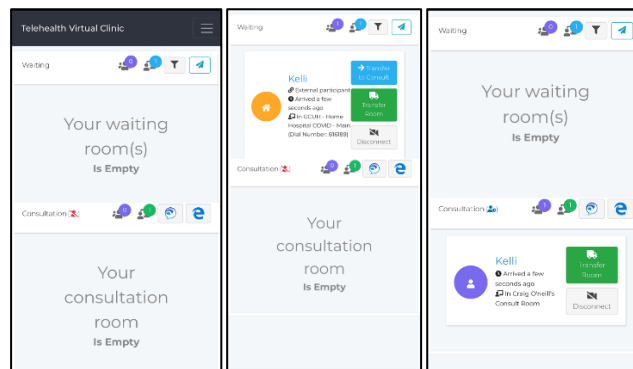
5. Once the app is installed launch the **Virtual Clinic** App on your device.



6. Log in with your QH email address and Novell password.



7. Once downloaded, you can utilise the **Telehealth Virtual Clinic** as usual, ensuring you move the patient from waiting room to consult room and then select the internet icon to connect.



Ensure your smart device has the latest operating system [Apple IOS 15.1.1 is not compatible].

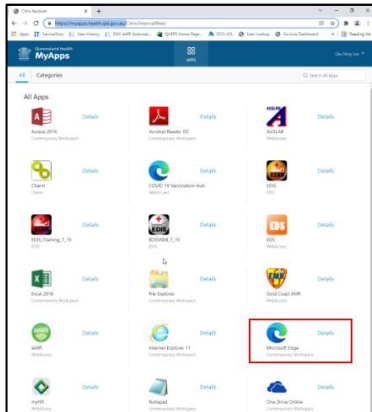


This option requires both a computer (using MyApps) and personal smart device. It does not require BYOD. This is a good option if your personal computer does not have a camera, microphone or speaker.

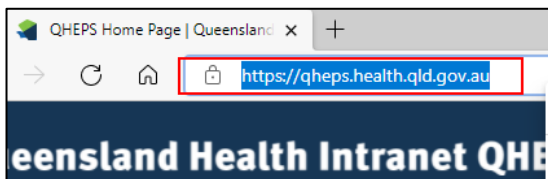
Option 3 Use a personal smart phone or tablet and a personal laptop/ computer

Generating a QR Code using a PC or Laptop:

1. From **MyApps**, open **Microsoft Edge** web browser.

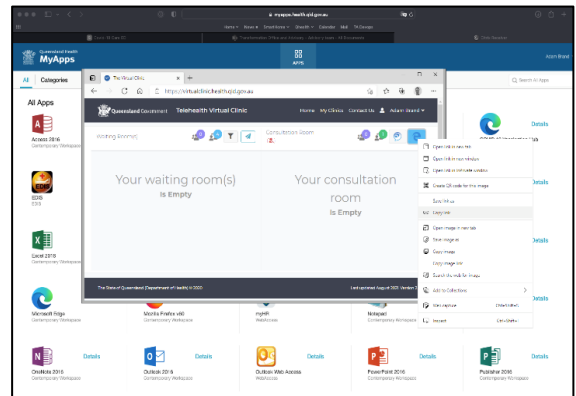


2. In the **MyApps Edge** browser, navigate to <https://virtualclinic.health.qld.gov.au/>

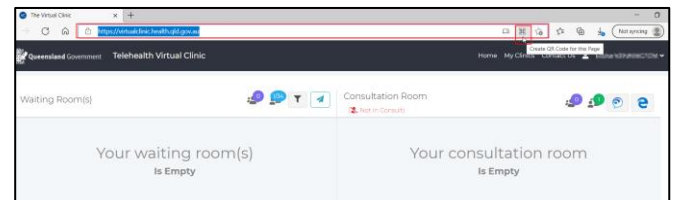


3. Log in with your **QH email address** and **Novell password**.

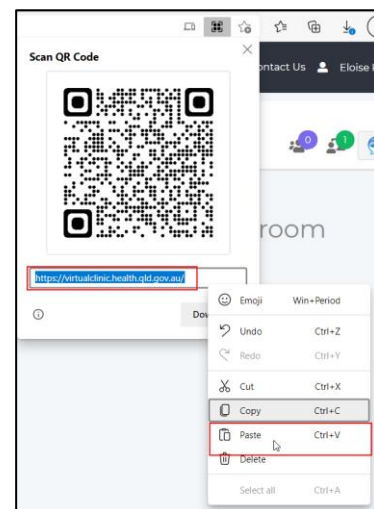
4. Once in the **Telehealth Virtual Clinic**, right click on the internet icon and select **copy link**.



5. Click in the URL box to reveal the QR Code icon.



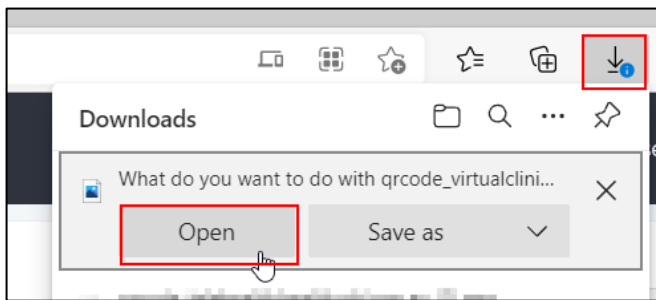
6. Click on the QR Code icon and **paste** the hyperlink into the allocated space.



7. Click download to download the QR Code.



- Click on the downloads icon and open the QR Code.



The link and QR Code only need to be copied or generated once. Please save for future use.

Using your Smart phone or device to engage with the patient while using your computer to move patients from the waiting room to the consult room:

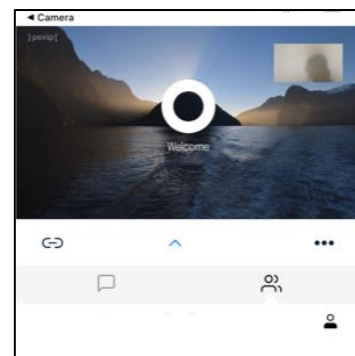
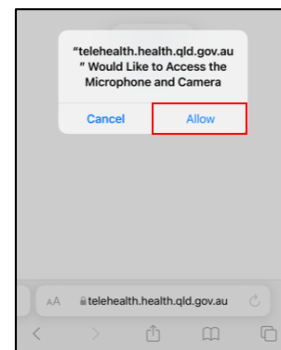


Ensure your smart device has the latest operating system [*Apple IOS 15.1.1 is not compatible*].

- Scan the QR code with smart phone or tablet through the device camera and follow prompts to open in your device's web browser.



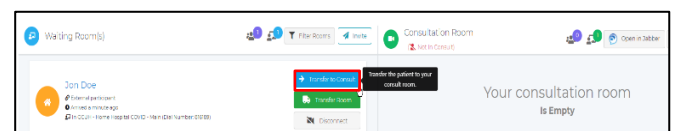
- Enable access to your device's camera and microphone to proceed.



- Using your computer, return to Telehealth Virtual Clinic in **MyApps** and *invite* the patient to the waiting room.



- Once patient is in waiting room, *transfer to consult* room.



- The patient will appear in the consult room on your smart phone or tablet.

