

1

### **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**
- 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 <u>https://virtualclinic.health.qld.gov.au/</u>



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

<b>Queensland</b> Government	
Welcome to the QH Federation Service. Sign on using your primary email address and password	
→ someone@example.com	
Password	
Sign in	

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*.

1







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



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

G Google	× +			
$\rightarrow$ C M	Q	() E	Emoji	Win+Period
ut Store		51	Jndo	Ctrl+Z
		C F	Redo	Ctrl+Y
		χ.	Cut	Ctrl+X
			Сору	Ctrl+C
		lõ P	Paste	Ctrl+V
		ଣି ୮	Paste and go to https://telehealth.health.qld.gov.au/webapp/?	Ctrl+Shift+L
	Q	1	Delete	
		S	Select all	Ctrl+A

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

1

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. <u>Self Help - eHealth Service Portal (servicenow.com)</u>

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.

Queensland Government
Welcome to the QH Federation Service. Sign on using your primary email address and password
Password
Sign in

 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.



i

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 <u>https://virtualclinic.health.qld.gov.au/</u>

-	QHEPS Ho	me Pag	e   Queensland × +
$\rightarrow$	С	ଜ	https://qheps.health.qld.gov.au
ee	nsla	and	Health Intranet QHE

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*.

			ù ryspolastkylgous	10 <b>9</b> 6		
	Care 10 Care 00	ibrev Kevet Se	et fors v. One by Conder Hill The and Johnson Address have it I be	DK.Dexaps		
MyApps						
Categories	D Transaction x +			- n x	Q, Search All Appn	
	← → C @ ± https://vitua	ldiricheitholdgovau		9 0 0 0 ···		
II Apps	Researcherd Construment Telefre	aith Virtual Clinic		Construct 🛓 Adaptional 🗸 👘		
A			orn Battan Drom		Datails	
Actes 2816 Centemps as Workspace	Wating Rooming 4		8.	🖅 💯 🐑 🎦 Contra	artis	
				Constant	in nan winden	
	Your waiting r	oom(s)	Your cons	aultation G www	a tohoate condita	
EDIS	Is Empty	Is Empty			code for this maps	
523 523			100	Sortha		
				E berne	a	
хI				@ texting	e a Details	
Excel 2018				Gerine		
cease/pray voice/paor				Dagoing 20 Surability	e late note for insec	
				Lest optiment August 2021 Version 2 😰 444 to Co	letos >	
C			-	D may	atals Details	
Microsoft Edge Centemposey Workspace	Mozila Frates v60 Garterposey Autopice	rigHP Weble	CER .	Notapad Contemposity Notapada	Cet-Over-1	
NB	Details	Setalis 🚺	Details	P 3 Details	P Details	
OniNota 2016	Outleak 2016	Outer	J WAD Apoess	Fore Faint 2016	Publisher 2010	
Dentemporary Workspace	Contemporary Workspace	WOAL	000	Contemporary Wonspece	Contemporary Workspace	

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

The Virtual Clinic x + O  O  O  O  O  O	297.467		- 0
Queensland Government Telehealth Virtual	Clinic	Hor	Grade Of Clobe for the Page My Christian Contact Of A Stational Schemenic Close
Waiting Room(s)	🥔 🗩 T 🖪	Consultation Room	🥔 🥼 💿 e
Your waitin Is Emj	g room(s)	Your consu Is I	litation room

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



7. Click download to download the QR Code.

https://virtualclinic.health.qld.gov.au/		
<b>i</b>	Download	





8. 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].

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



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





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



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



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



