

Telehealth

User guide



Connecting to the video consultation from myMPS

To connect to a Video consultation:

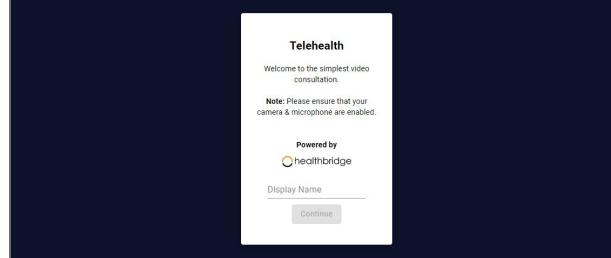
1. Click directly on the video appointment icon, , the video consultation link will open in another tab.

Or, Click on the appointment in the '**Waiting room**'. This will open the appointment summary.
Click on the link beneath '**Video consult**'.

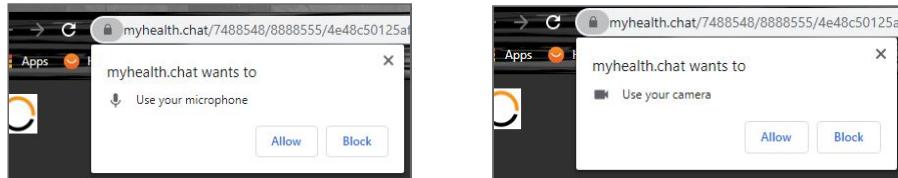


2. This will open the '**Telehealth login screen**' in another window.

Enter your name and click '**Continue**'.

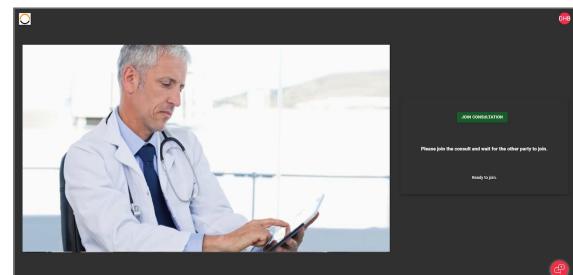


You will need to grant permission for the Telehealth service to access your microphone and camera as part of the consultation.



3. The join video consultation room screen will then be presented.

On this screen you will see what your camera will display to the patient as well as if the patient has joined the video consultation already.



When clicking join consult, both you and the patient will be asked to confirm agreement to the video consultation and associated billing.

myhealth.chat says

By clicking 'JOIN CHAT' you give your consent that you may be examined via Video Consult and be billed for the consultation.

OK

Cancel

Icons presented:

	To mute/unmute your microphone.
	To switch on and off your camera

To start the video consultation, click '**Join Consultation**'

- Once in the video consultation, you will be presented with your patient as the main image and your own view as the smaller image.



Tip: You are also able to message your patient by clicking on the on-screen chat button. 

If you are running late, you or your admin team can message the patient to inform them of the delay.

Icons presented:

	To mute/unmute your microphone.
	To switch on and off your camera
	To end your video consultation
	To share your screen with the others in the video consultation

Once you have completed the consultation, return to **myMPS**, click the '**Check out**' button and complete the billing process as per normal.

Contact us:

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