

# Telehealth

## User guide



### How to create a video consultation appointment in myMPS

To create a Video consultation appointment in myMPS:


1. Click on the desired time slot in the **myMPS** calendar.
2. Enter the patient information for the booking.
3. Select '**Video consult**' from the '**Visit type**' dropdown list.


A message will display on the screen notifying you that the video link will be generated when the appointment is saved

**Note:** If you have not activated the Telehealth Service, you will still be able to select the Video Consult appointment type however, all associated benefits of the Telehealth Service will not apply.

4. Click on '**Save**'

**Note:** Patients booked for video consultations will be auto checked in to the waiting room 5 minutes prior to their appointment.

The black  icon will indicate that the appointment is a video consultation.

If the button is green , it means that the patient has already connected to the appointment and is waiting for the Doctor in the video consultation room.

### Appointment confirmation and reminders for Telehealth

Reminder SMSs and emails are sent as per your practice settings, usually 2 hours before the appointment, which are customisable through '**Calendar Settings - Confirmations and Reminders**'. These messages include the video link in the message as part of the Telehealth service.

For the Telehealth service, an additional reminder message will be sent 5 minutes before the appointed time. This is the same reminder as above.

If you are making use of the Bulk SMS service, and have selected to send confirmation SMSs, a confirmation SMS will also be sent when the appointment is made.

**Note:** This message will not contain a link to the video consultation

## 1. Email reminders

The following email reminder will be sent to the patient:

Dear <Patient name>

Thank you for booking an appointment with <Dr Name>.

To access your video appointment, here are the details you need.

When: 28/03/2020 at 14:15

Doctor: <Doctor name>

Video link: Click here to join the appointment - <Link to appointment>

Before joining the video appointment here is a quick checklist to ensure your appointment runs smoothly:

1. Set yourself a reminder to join the video appointment on time
2. Find a quiet place and ensure good lighting
3. Connect with a camera enabled computer or smartphone with good wifi or cellular data connectivity
4. Close any unnecessary programs and ensure that you're using the Chrome or Firefox browser. To test your browser visit <https://www.whatsmybrowser.org/>
5. Once you click the appointment video link to join the appointment please accept all prompts
  - 5.1. To allow the use your camera and microphone for the video consultation
  - 5.2. To consent to have a video consultation with the doctor

Please note that you remain responsible for any difference between the appointment amount claimed and the amount paid by your medical aid.

If you have any questions, please contact us on <Practise contact number>.

Kind regards,  
<Doctor Name>

Please don't reply to this email.

## 2. SMS reminders

The following SMS reminder will be sent to the patient:

Reminder of video appointment with <Doctor Name> on <Date> at <Time>. To join the appointment click: <Video Consultation link>. Pls don't reply

Should the appointment type be a video appointment, a second SMS will be sent 5 minutes before the appointment start time as scheduled in the myMPS calendar