

## myVirtualCare Rooms

### Creating Rooms in myVirtualCare

Rooms in myVirtualCare can be owned by a specific service or shared by multiple services. The way patients engage with rooms in myVC differs depending on the way the room is set-up. When setting up a room, Virtual Care Managers and leads should consider several variables including making it specific or shared, room name, room costs, volume of activity and need for additional confidentiality.

#### What is a room in myVirtualCare?

A myVC room is a private videoconferencing room that has a private waiting room that has been established to support virtual appointments to be conducted. The room can be accessed by patients and other participants through a public URL link.

#### Creating a room

To create a virtual room, you will need to be a myVC system administrator. Once you login to myVC, select the admin view page. On the top bar, click on the 'Create a New Room' button. This will direct you to a form to create a new room. Please refer to [myVC User Manual](#) for further instructions for room set-up.

A SARA request may also be completed by a staff member to request a myVC room to be established.

#### Naming a room

The responsibility of naming a room sits with the Virtual Care / Telehealth Manager or lead in partnership with the local service. The Naming Conventions spreadsheet provides a list of existing services established in myVC. The existing names can be used as guide to support the naming of rooms in myVC and encourage consistency across the state.

Rooms in myVC use the prefix of the organisation they belong to. The room name is made up of a Long Waiting Room Name and a Short Waiting Room Name. The Long Waiting Room Name reflects the name of the clinical service and is what the patients and other participants see when accessing myVC. The Short Waiting Room Name is the URL for the service. The short waiting room name can vary from 8 to 25 characters.

The prefix of the organisation is prepopulated for the long and the short name. The prefix should not be removed as this is used to capture the data in the myVC Splunk dashboard.

#### Room costs

Rooms in myVC have a monthly cost of \$20 per month, per room or \$240 per annum per room. These costs are determined by eHealth. Additional costs will apply in regard to SMS notifications sent from the room. Costs are current at this stage however subject to change.

Rooms should not be created until they are ready to use, once created charges will apply even if there is no activity.

#### Room activity

Room activity can be monitored in the SPLUNK Dashboard. Only myVC System Administrators have access to SPLUNK. To request access to SPLUNK please email [EHNSW-VideoConf@health.nsw.gov.au](mailto:EHNSW-VideoConf@health.nsw.gov.au)

#### Shared Room

Shared rooms are established when multiple services share one room because of their clinical similarity, e.g. a room named Surgical Outpatients can be shared by Vascular, Rehabilitation and Orthopedic services. Shared rooms can

take place when there is no clinical similarity, for example, a room with limited consultations a month does not warrant the creation of a separate room.

These rooms will require improved coordination and a room name that the patient is familiar with, so they know they are accessing the appropriate service.

Benefits	Challenges
<ul style="list-style-type: none"> <li>• Administration staff only send one link</li> <li>• Patient receives one link even when they are seeing several services.</li> <li>• Reduced cost and licensing fees for the LHD/SHN</li> </ul>	<ul style="list-style-type: none"> <li>• Must have a general room name to encompass all services contained that is meaningful to users.</li> <li>• All services using the room must agree to the same opening hours, notification and customised features and video played in the waiting room</li> <li>• Will require a process to manage the room eg operating hours, adding and removing users, monitoring room activity, administrative management.</li> <li>• Unable to use custom functions such as name of clinician or Medicare</li> <li>• Awareness of privacy requirements as clinicians will be able to see patients accessing the other services. Noting all staff sign a code of conduct to assure privacy and confidentiality of participants.</li> <li>• The patient experience survey results will reflect the entire room and not specific clinics which may impact on identifying and implementing quality improvement opportunities.</li> <li>• Platform activity reports (Splunk dashboard) will reflect all services and data will need manipulation to separate service data.</li> <li>• Tracking patients to a particular clinical service.</li> </ul>

### Specific Room

Specific rooms are when a single service sits under one room, e.g. NS Paediatric Oncology Clinic.

Clinics that have their own room generally expect higher activity or are required due to the nature of the service that requires increased confidentiality for the patients engaging with the service.

Benefits	Challenges
<ul style="list-style-type: none"> <li>• Room features specific to the service are easier to manage. For example, room operating hours, membership and video</li> <li>• Selecting a clinician is easier when there are only clinicians relevant to the service listed</li> <li>• The specific room name reflects the clinical function</li> <li>• Waiting room easier to manage for when identifying patients and other participants.</li> <li>• Usage data is easily reportable.</li> <li>• Added level of privacy</li> </ul>	<ul style="list-style-type: none"> <li>• Aware of costs associated with the number of rooms.</li> <li>• Workflow of services may require the transfer of patients after initial consult to a different waiting room. Depending on access to the room they have been transferred to, you may not be able to see if the patient has been picked up.</li> <li>• <b>Local ownership and management of the room.</b></li> </ul>

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## **Support**

The myVirtualCare Operational Group supports myVC System Administrators in how to best approach service and room set-up. To get into contact with a member to learn more or support you with your room set-up, please email [ACI-VirtualCare@health.nsw.gov.au](mailto:ACI-VirtualCare@health.nsw.gov.au)

