

# Telehealth

## Quick reference guide

This document provides key information on setting up telehealth and where to find information on key resources, training sessions and technical support.

There are multiple telehealth platforms available, however due to security and privacy concerns, Pexip Videoconference and Skype for Business are the endorsed and supported solutions to be used for clinical care.

### Key resources for telehealth

The ACI website has comprehensive and up to date information on telehealth: <https://www.aci.health.nsw.gov.au/make-it-happen/telehealth>

- [Telehealth: key contacts](#) – local and state-wide support
- [Telehealth: quick start guide](#) – key steps and contacts for setting up Pexip, including a checklist
- [Telehealth: getting started guide](#) – a detailed guide for setting up Pexip and Skype for Business
- [Telehealth in practice guide](#) – a comprehensive guide to telehealth in practice
- [Telephone script and email template](#) – for offering and setting up telehealth with patients
- [Virtual clinic tutorial](#) – a video tutorial on how to host a Pexip call.

### Raising virtual care issues

The [Virtual Care Community of Practice](#) identifies, prioritises and escalates virtual care issues and solutions related to COVID-19 that require a state-wide or system response.

Raise issues via the central inbox – [ACI-VirtualCare@health.nsw.gov.au](mailto:ACI-VirtualCare@health.nsw.gov.au) and include:

- Issue type - public health, operational, clinical, other
- Detailed description of the issue
- Who/what is being impacted.

### Troubleshooting and technical support

- Pexip and videoconferencing network support for staff: **1300 679 727** (for NSW Health only, do not provide this number to patients, carers or external providers)
- Pexip support for patients, carer and external providers: **02 8644 2867**
- Skype for Business support: **1300 28 55 33 (Statewide service desk)**
- [Telehealth: key contacts](#) for local and state-wide support on telehealth
- Your LHD may have a local ICT support service - check with your telehealth manager
- Sli.do Ask Me Anything FAQ – Go to [www.sli.do](http://www.sli.do) and enter event code FAQ. Here you can review other people's questions and answers, or post a new question.

## Pexip Virtual Meeting Room (VMR)

All NSW Health staff can request a Pexip VMR to host meetings. You can invite anyone to join a meeting in your VMR. Guests don't need an account to join a meeting that you host.

Pexip can be accessed on:

- Desktop or laptop computer with a webcam and headphones with a microphone, using Google Chrome <https://conference.meet.health.nsw.gov.au/>
- NSW Health videoconferencing (VC) room with endpoint ([find a room with a video endpoint](#))
- Mobile device using the Pexip Infinity app
- Phone: **02 9842 2500** and when prompted enter the VMR followed by #.



### How to get your own Pexip VMR account

1. Go to Search and Request Anything (SARA), log in with your Username or Stafflink ID and password <https://sara.health.nsw.gov.au/customerportal>
2. Use the search box to find – Pexip VMR Request.
3. Complete the request form and click submit. You will receive email confirmation and a tracking number. The Pexip VMR will be set up and emailed to you.
4. If you need a VMR at short notice, contact the Conferencing Services Support Team on **1300 679 727** to be allocated a temporary VMR.

### Pexip training

- Pexip User Training on My Health Learning is for clinicians who wish to use videoconferencing in clinical consultations. It is conducted via Pexip.
- [Virtual clinic tutorial](#) for clinicians on how to use Pexip

### Enrolling in Pexip training

Training for Pexip can be accessed in My Health Learning.

To enrol:

1. Go to My Health Learning, click My Health Learning on the top right of the screen
2. Log in
3. Go to Catalogue and search for Pexip to view available training sessions
4. Choose a date/time and click Enrol.

For Pexip training, no pin is required, just go to the Pexip virtual classroom and click the green Join button.

The course details, requirements and a link to attend the virtual training will be available under My Learning. After completing the training, practising with your colleagues is the best way become confident using these platforms before trying it with patients.

## Using Pexip for large meetings

Pexip provides up to **80 participants per VMR**. Each computer, videoconference room or mobile device connected to the VMR is considered one log in.

If you are planning a larger meeting, the limit can be increased for a specific conference if organised in advance. For bigger groups you can organise a live stream for people to watch online. Call the conferencing team on **1300 679 727** to arrange increased limits and live streams.

## Skype for Business (SfB)

Skype for Business is available on all NSW Health computers. If it isn't already installed on your computer, submit a request via [SARA](#) or call Statewide Service Desk on **1300 285 533**.

Skype can be accessed using:

- Desktop or laptop computer with a webcam and headphones with a microphone, using the Skype for Business application
- Desktop or laptop computer via this link: <https://join.health.nsw.gov.au> to join a scheduled meeting (you will need the conference ID)
- Mobile device using the Skype for Business app.

### Skype training

Skype for Business fundamentals training course is available in My Health Learning. It outlines the program's features such as instant messaging, audio/video calls, content sharing, and creating and joining Skype meetings. The training is conducted via SfB.

### Enrolling in Skype for Business training

Training for Skype for Business can be accessed in My Health Learning.

To enrol:

1. Go to My Health Learning, click My Health Learning on the top right of the screen
2. Log in
3. Go to Catalogue and search for Skype to view available training sessions
4. Choose a date/time and click Enrol.

The course details, requirements and a link to attend the virtual training will be available under My Learning. After completing the training, practising with your colleagues is the best way become confident using these platforms before trying it with patients.