Telehealth system

User guide to the telehealth system for Practitioners

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Overview of Netcare Telehealth

What is it?

The telehealth system enables the creation of a virtual consult room for a patient and practitioner to engage in a secure consult using video and audio.

How does it work?

- A patient can **request a telehealth consult**

- Once the booking is confirmed, the patient and practitioner receive an SMS/email with a **unique, secure link to the virtual consult room for a video consultation**

- At the time of the appointment, both participants **click the link to join** the consultation over video

- Patients have the option to **dial-in** to the consult telephonically

Frequently asked questions

Do I need to install an app?

- No, you do not need to install an app. You can access your consults through the link sent via SMS/email or by logging on to the Netcare Telehealth platform on https://telehealth.netcaretech.co.za

Are the video consultations safe and secure?

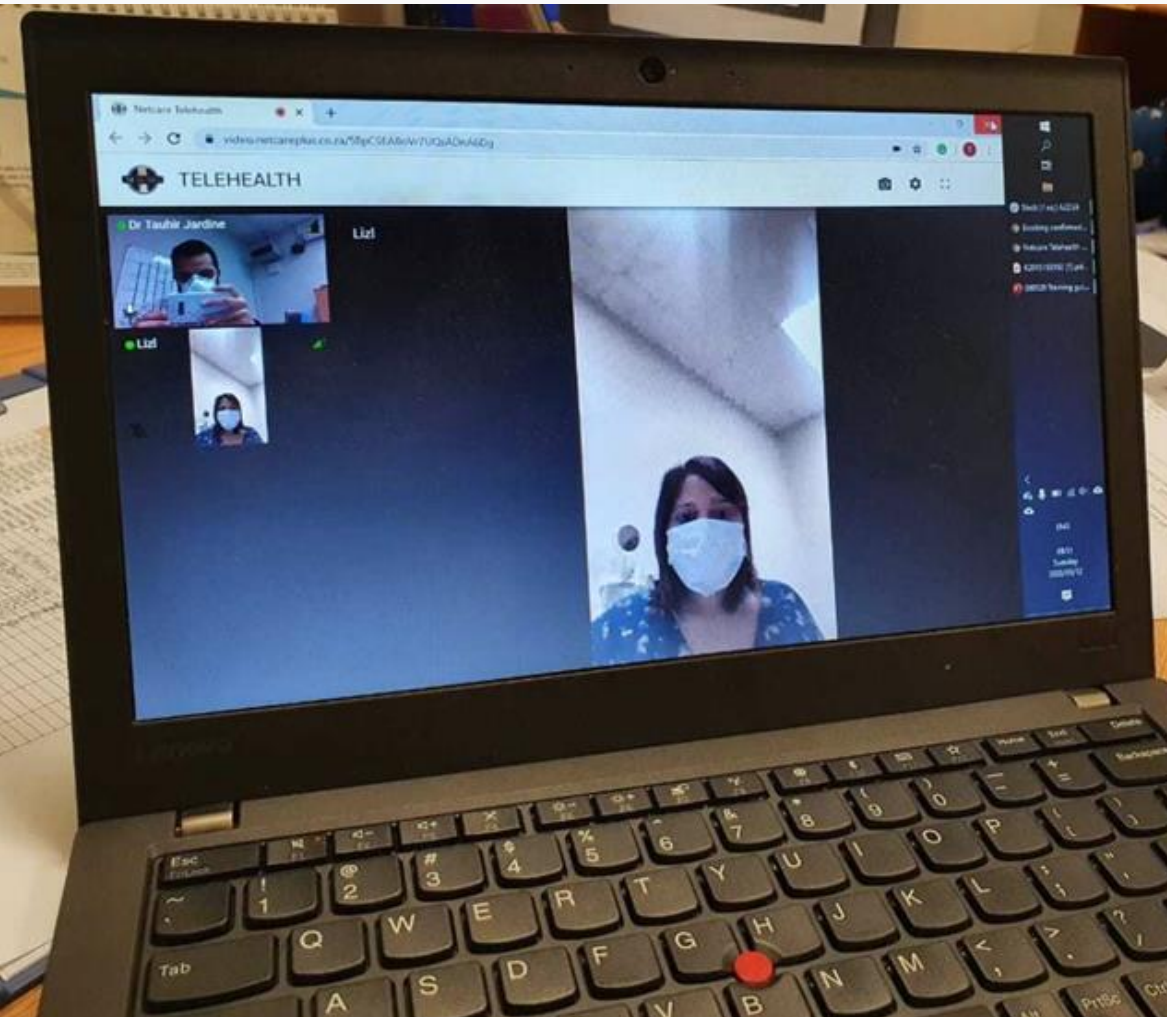- Yes, we fully encrypt every consultation.

Can I use any Internet browser?

- We recommend using Google Chrome on Android devices and Safari on Apple devices.

Contents of this guide

The telehealth system enables the creation of a virtual consult room for a patient and practitioner to engage in a secure consult using video and audio

- No need to install an app

- Practitioners and patients receive a link to connect to the consult

- Opening the link in a modern web browser connects the participants securely (We recommend Chrome or Safari browsers)

- Patients without access to an Internet connection can dial in to the consult using a phone

- Clinicians and patients can choose to switch the video feed on or off for the consult

- Encrypted data

Contents of this guide

- What is the telehealth system?

- How does it work for the practitioner and patient?

- How to connect to a consult?

- Detailed guide on using the telehealth system

- FAQs

- Tips for a successful consult

Practitioners and patients receive an email/ SMS with the details of their appointment and the link to connect to enter the virtual consult room

- **Patients** receive an SMS and email confirmation of the booking
- **Practitioners** receive an email confirmation of the booking
- **Both participants** receive an email and SMS reminder 15 minutes prior to the consult

- Participants **click the link on the SMS/ email** to connect using a modern web browser
- Practitioners can also **view their upcoming appointments on the telehealth portal and join from there**

- Participants click '**I am ready**' once they're ready to enter the secure virtual consult room
- Patients will receive an SMS to alert them if a practitioner is waiting in the room

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You may connect to the telehealth consult using the link in the SMS/email or from the portal

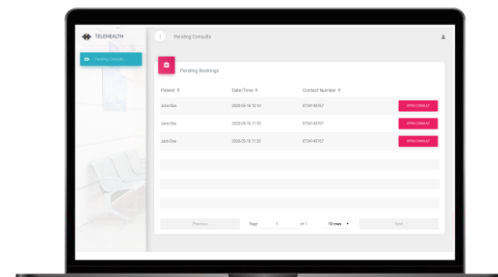## 1 Connect using the link in your email/SMS
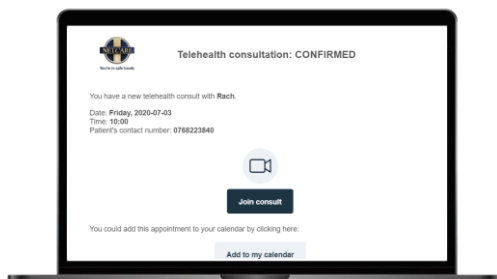
- You will receive an **email confirmation** of the appointment, simply click the 'Join consult' button
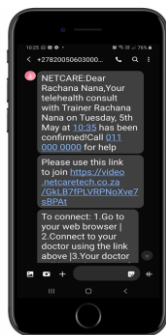
- You will also receive **an SMS reminder 15 minutes prior** to the appointment with the link to connect to the consult, simply click on the link to join

2 Connect from the telehealth portal

- You can view all **upcoming bookings** on the telehealth portal and simply click '**OPEN CONSULT**' to join

To log in to the portal, you will receive an email to reset your password and you can use your email address and password to log in. Alternatively go to telehealth.netcaretech.co.za and click 'Forgot password?' to set your password.

To connect using the portal, you will receive an email to reset your password, alternatively go to telehealth.netcaretech.co.za and click 'Forgot password?' to set a password to login

Set a secure password

NOTE: You will notice password requirements as you enter the password

Your password must contain:
- ✓ At least 8 characters
- ✓ At least 3 of the following:
  - ✓ Lower case letters (a-z)
  - ✓ Upper case letters (A-Z)
  - ✓ Numbers (0-9)
  - ✓ Special characters (ex. !@#)

NETCARE

Change Your Password

Enter a new password below to change your password.

🔒 New password 👁

🔒 Re-enter new password 👁

Reset password

2 Type in the new password

3 Re-enter the new password

4 Click '**Reset password**'

🔍 Type here to search

17:03
2020/05/15

Your password has been changed and you may use this password to log on to the portal
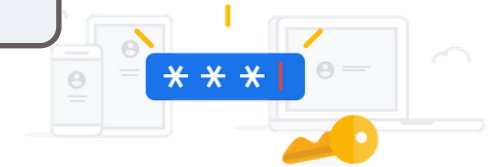
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Using the Telehealth System to conduct telehealth consultations

1 Logging in and viewing upcoming consults

2 Accessing the virtual consult room

3 Navigating the virtual consult room

Go to *telehealth.netcaretech.co.za* in a modern browser (Chrome/ Safari), to load the portal

1

telehealth.netcaretech.co.za/auth/login

Apps

DESKTOP SHORTCUT: You can simply add this to your desktop as a shortcut for easy access. Refer to Section on FAQs.

Welcome

Log into Teleheath

Email...

Password

Forgot Password?

CONTINUE

2 Type in your email address and password

- If you have forgotten the password, please click on '**Forgot Password?**'
- You will receive an email to reset the password

3 Click on '**Continue**' to proceed

Once you're logged in, it will load all your pending consults, simply click on 'Open Consult' to access the virtual consult room

TELEHEALTH

⋮ Pending Consults

📅 Book a Consult

☰ Pending Bookings

🎦 Pending Consults

📋 Pending Bookings

4 Click 'OPEN CONSULT'

Patient ⬍	Date/Time ▾	Contact Number ⬍	
Rach	2020-07-03 10:00	0768223840	OPEN CONSULT
Rachana	2020-06-30 12:45	0768223840	OPEN CONSULT
Test	2020-06-22 11:35	0768223840	OPEN CONSULT
Michael	2020-06-11 14:35	0768223840	OPEN CONSULT

Patient's contact number

Using the Telehealth System to conduct telehealth consultations

1 Logging in and viewing upcoming consults

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If you're using the SMS/email link, simply click on the link to access the virtual consult room

1 Click on 'Click Here' to connect to the consult

Telehealth consultation: CONFIRMED

You have a new telehealth consult with **Rach**.

Date: **Friday, 2020-07-03**
Time: **10:00**
Patient's contact number: **0768223840**

Join consult

You could add this appointment to your calendar by clicking here:

Add to my calendar

Click to add the consult to your calendar

Copyright © 2020 Netcare Ltd, All rights reserved.

1 Click on 'Click Here' to connect to the consult

will be in the room. If not, please wait a few minutes

MEDICROSS: Dear Rach, This is a reminder of telehealth with Dr Rach Nana at 15:2 +2700000000 help.

Please use this lin to join https://video.netcaretech.co.za/aQwP6cRVq7GPYA7ZCA4hGL

- The patient's contact number is included in this email, should you need to contact the patient

- You will also receive an SMS and email reminder 15 minutes prior to the consult (with the link to connect)

You will be prompted to allow the telehealth system to access your microphone and camera for the consult, click 'Allow'

2 **IMPORTANT!!**
Click on **'Allow'** to enable your microphone and camera for the consult

If you do not click '**Allow**', you will not be able to use the video functionality during the consult. To resolve this, you will need to manually change the microphone and camera settings on your device.

If you're accessing the consult from the SMS/ email link, this is the first screen you'll see.

Click 'I am ready' when you're ready to enter the virtual consult room

If the patient has not yet joined once you're ready, an SMS will be sent to alert the patient to join

Practitioner

Once the patient has joined, you will be alerted that the patient is ready. Click 'Start consult' to enter the virtual consult room

Using the Telehealth System to conduct telehealth consultations
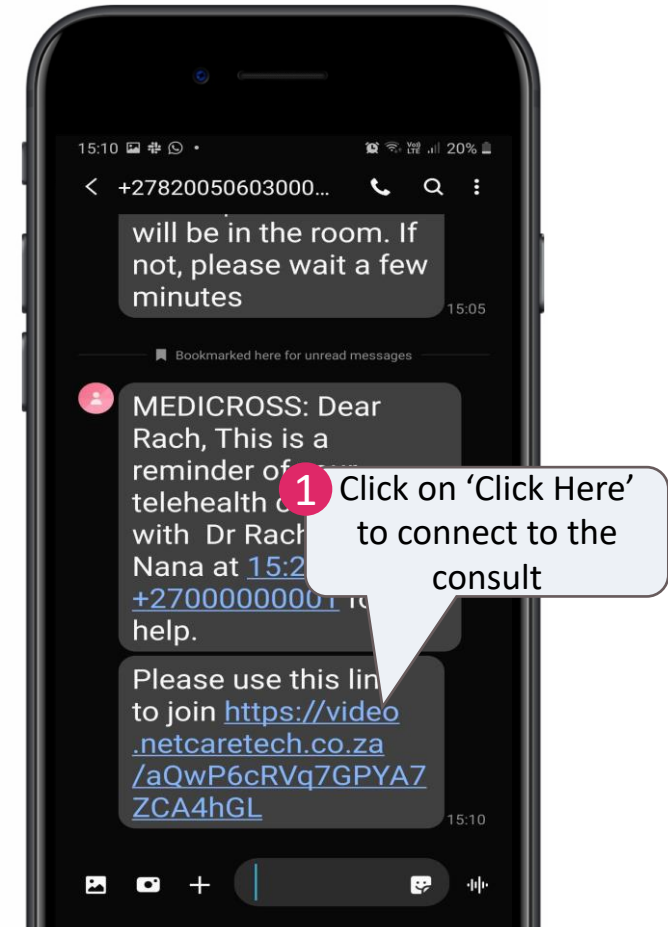
1 Logging in and viewing upcoming consults

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Virtual consult room

Camera and microphone settings

Click here for a full screen view

Trainer Rachana Nana

Michael

Bandwidth monitor

Thumbnail view of practitioner and patient

Click here to end the call

Microphone: Mute/ Unmute audio

Video: Turn on/ off video

Click here to share your screen

Once the consult has been completed, you will be prompted to enter the ICD10 code for the consult.

TELEHEALTH

You've left the consult

REJOIN

ICD10 Code Required

This patient requires an invoice for the consult. Please capture the ICD10 Code for the consult and it will be sent to the patient automatically.

Type ICD10 Code

DO THIS LATER   SAVE

Enter the ICD10 code/s for the consult here

This prompt will only appear if the patient has selected auto-payments when making the consult booking. An invoice will be auto-generated using the ICD 10 code entered and sent to the patient.

POST CONSULT

You will then be prompted to rate the audio and video of the consultation using a 5-star rating scale

TELEHEALTH

You've left the consult

REJOIN

How was the audio and video?

★ ★ ★ ★ ★

Very bad   Very good

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FAQs

1 My video isn't switching on and my video icon is crossed out

2 How do I set the portal as a desktop shortcut for quick access?

1. My video is not switching on and my video icon is crossed out
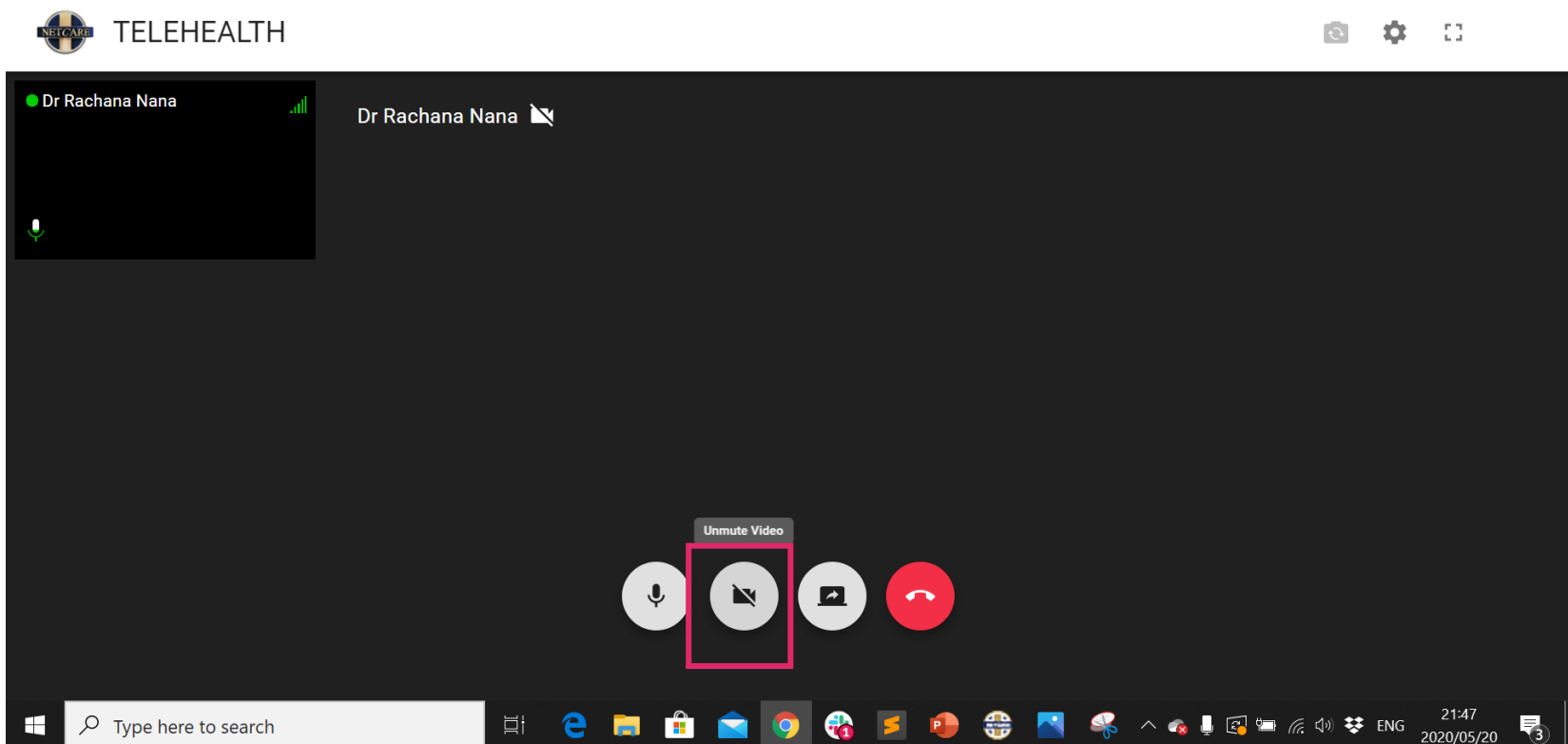
CAUSE:
This usually occurs if the telehealth system wasn't granted access to your camera and microphone to enable the video.

HOW TO RESOLVE:
You will need to manually change your camera and microphone settings. Note: Please follow the steps based on the type of device and web browser you're using.

Follow these steps to manually enable your camera and microphone based on the device and browser you're using

- Go to 'Settings'
- Go to 'Privacy'
- Go to Camer
- Allow desktop apps to access your camera
- Allow microphone to access your camera
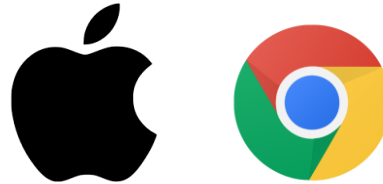
- Go to 'System Preferences'
- Go to 'Security & Privacy'
- Go to 'Privacy'
- Go to 'Camera'
- Tick for Google Chrome
- Go to 'Microphone'
- Tick for Google Chrome
- Quit to enable changes

- Go to the URL - https://telehealth.netcaretech.co.za/
- Click on 'Safari'
- Go to 'Settings for this website'
- Change 'Deny to Allow' for Camera and Microphone
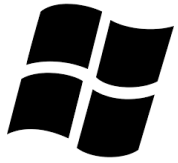
Enabling your camera and microphone for Chrome using a Windows device

To resolve this on your Windows desktop/ laptop, go to 'Settings'

1 Go to '**Settings**' on your device
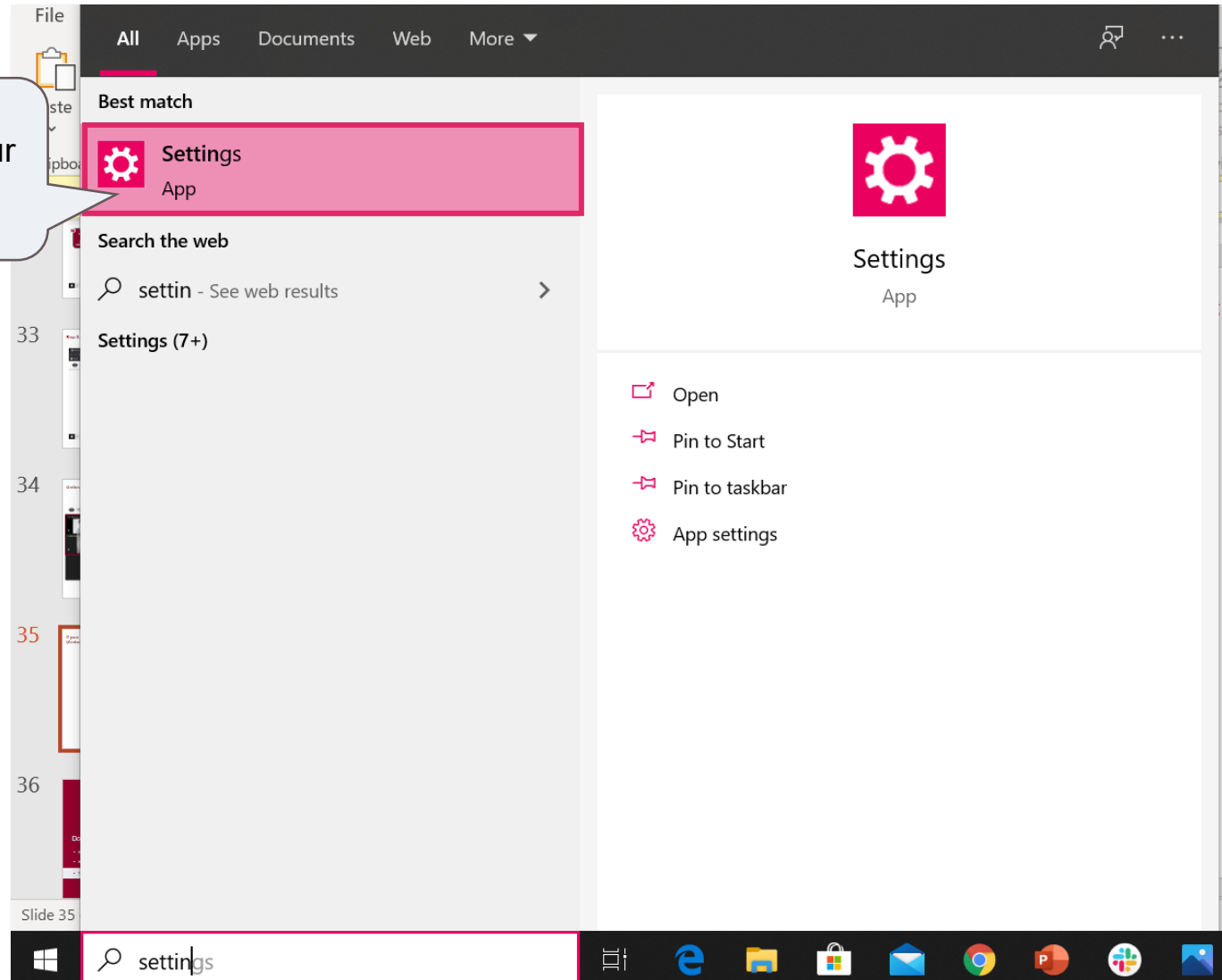
Note: This is for Windows devices. To resolve on your MacBook device, please refer to the section below

Select 'Privacy' settings

Settings

Windows Settings

Find a setting

System
Display, sound, notifications, power

Devices
Bluetooth, printers, mouse

Phone
Link your Android, iPhone

Network & Internet
Wi-Fi, airplane mode, VPN

Personalization
Background, lock screen, colors

Apps
Uninstall, defaults, optional features

Accounts
Your accounts, email, sync, work, family

Time & Language
Speech, region, date

Gaming
Game bar, captures, broadcasting, Game Mode

Ease of Access
Narrator, magnifier, high contrast

Cortana
Cortana language

Search
Find my files, permissions

Privacy
Location, camera, microphone

Update & Security
Windows Update, recovery, backup

2 Select **'Privacy'**

Type here to search

ENG
14:29
2020/05/13

Allow apps access to your camera

Settings

⬅ Settings

🏠 Home

Find a setting 🔍

Privacy

Windows permissions

③ Go to 'Camera'

📷 Camera

🎤 Microphone

🎙 Voice activation

🔔 Notifications

👤 Account info

👥 Contacts

Camera

Allow access to the camera on this device

If you allow access, people using this device will be able to choose if their apps have camera access by using the settings on this page. Denying access blocks Microsoft Store apps and most desktop apps from accessing the camera. It does not block Windows Hello.

Camera access for this device is on

Change

Allow apps to access your camera

If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access blocks apps from accessing your camera. It does not block Windows Hello.

🔘 On

④ Switch to 'On'

Some desktop apps may still be able to access your camera when settings on this page are off. Find out why

Choose which Microsoft Store apps can access your camera

Turning off an app prevents it from directly accessing your camera. It does not prevent the app from accessing the camera indirectly through

Know your privacy options

Learn how this setting impacts your privacy.

Learn more
Privacy dashboard
Privacy statement

💬 Get help
👥 Give feedback

Type here to search

14:29
2020/05/13
ENG

Ensure that desktop apps access to your camera is on

Camera

Skype
Last accessed 2020/04/07 10:04:11 — On

Windows Search — Off

Xbox Game Bar — Off

Allow desktop apps to access your camera

Some apps and Windows features need to access your camera to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.

On

5 Switch to 'On'

Some desktop apps might not appear in the following list or are not affected by this setting. Find out why

Google Chrome
C:\Program Files (x86)\Google\Chrome\Application\chrome.exe
Last accessed 2020/05/13 14:24:19

Microsoft Lync Web App Plug-in
Last accessed 2020/04/21 10:10:59

Settings

- Home
- Find a setting

Privacy

Windows permissions

App permissions

- Location
- Camera
- Microphone
- Voice activation
- Notifications
- Account info
- Contacts

Type here to search

14:31
2020/05/13

Allow desktop apps access to your microphone

![Windows logo] ![Chrome logo]

← Settings

⌂ Home

Find a setting 🔍

Privacy

Windows permissions

App permissions

6 Go to **'Microphone'**

🎤 Microphone

🎙 Voice activation

🔔 Notifications

🗈 Account info

👥 Contacts

Microphone

Allow desktop apps to access your microphone

Some apps and Windows features need to access your microphone to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.

7 Switch to **'On'**

🔘 On

Some desktop apps might not appear in the following list or are not affected by this setting. Find out why

🌐 Google Chrome
Last accessed 2020/05/13 14:24:19

📊 Microsoft Lync Web App Plug-in
Last accessed 2020/04/24 10:06:16

💬 Skype Meetings App
Last accessed 2020/05/11 16:26:50

📹 Zoom
Last accessed 2020/04/02 11:51:59

🔍 Type here to search

∧ 🔒 💻 📶 🔊 🎭 ENG 14:31 2020/05/13 💬 ③

Close this window and go to the link to re-open your consult
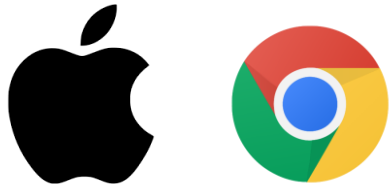
Enabling your camera and microphone for Chrome using an Apple MacBook

To resolve for Chrome on your MacBook, go to 'System Preferences'

Go to **'System Preferences'**
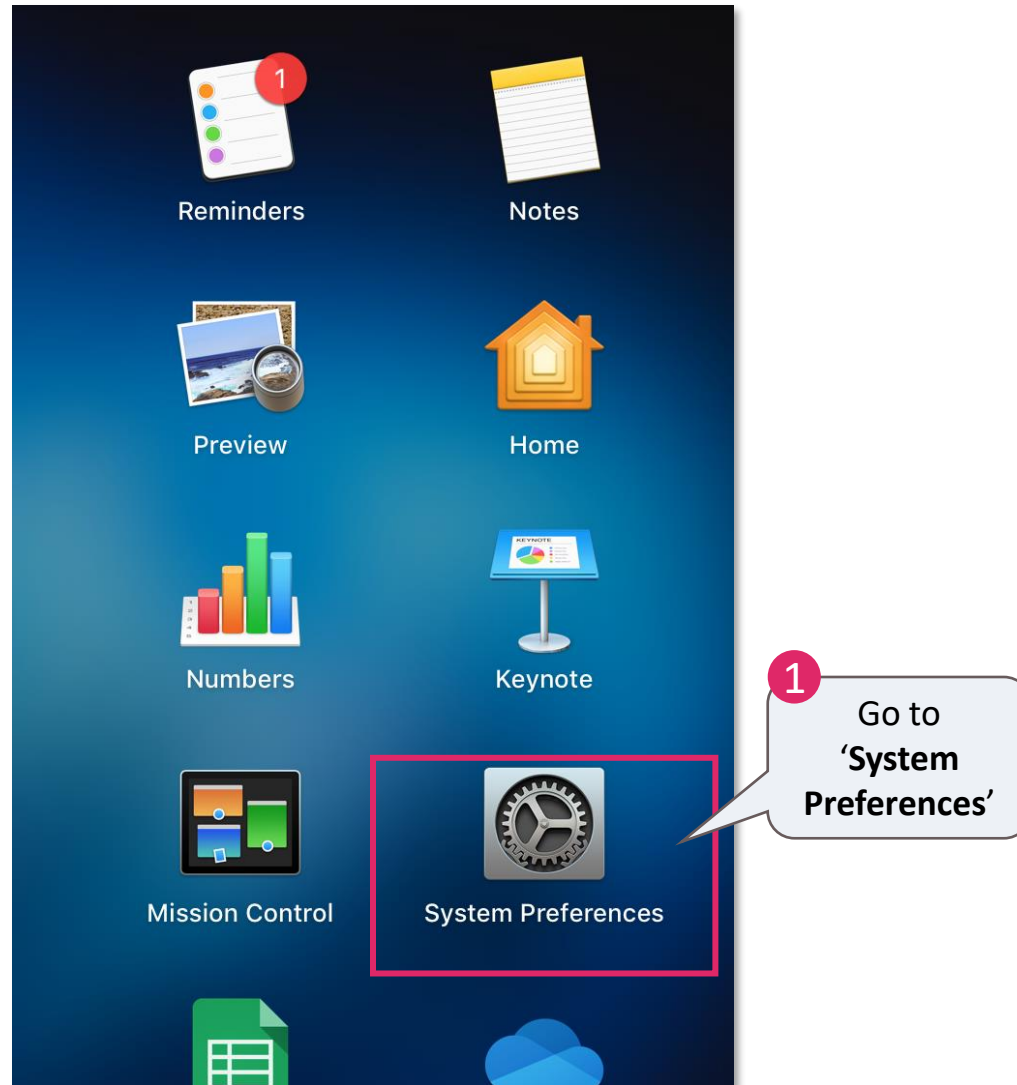
Note: This is for MacBook devices. To resolve on your Windows device, please refer to the section above

Select 'Security & Privacy' under System Preferences

System Preferences

2 Select 'Security & Privacy'

General

Desktop & Screen Saver

Dock

Mission Control

Language & Region

Security & Privacy

Spotlight

Notifications

Displays

Energy Saver

Keyboard

Mouse

Trackpad

Printers & Scanners

Sound

Startup Disk

iCloud

Internet Accounts

Software Update

Network

Bluetooth

Extensions

Sharing

Users & Groups

Parental Controls

Siri

Date & Time

Time Machine

Accessibility

Allow 'Google Chrome' to access your camera

Select 'Privacy' ❸

Go to 'Camera'

Check the Google Chrome tickbox

You will have to quit Google Chrome to allow it access to your camera

Security & Privacy

"Google Chrome" will not have access to your camera until it is quit.

You can choose to quit "Google Chrome" now, or do it on your own later.

Later   Quit Now
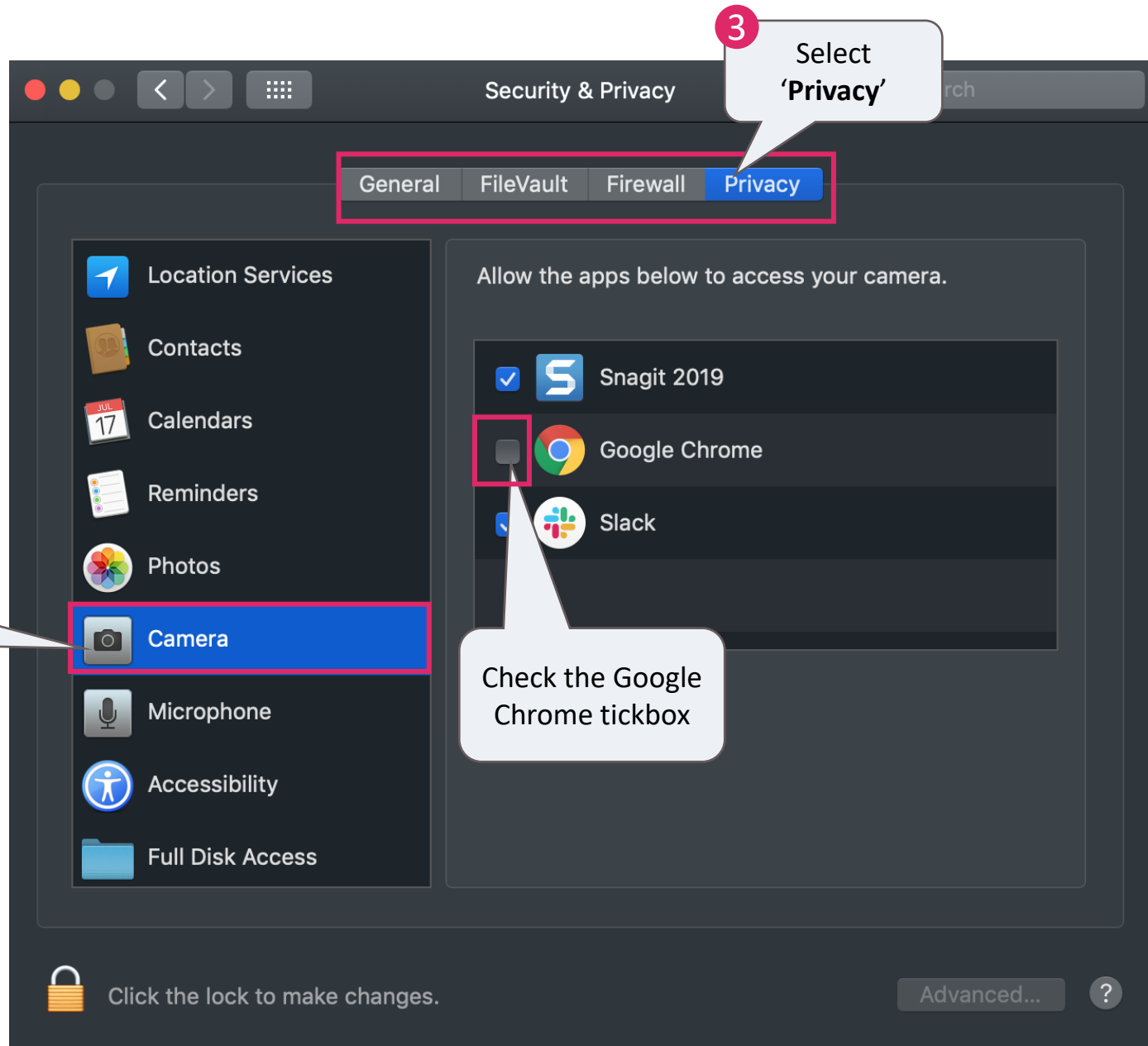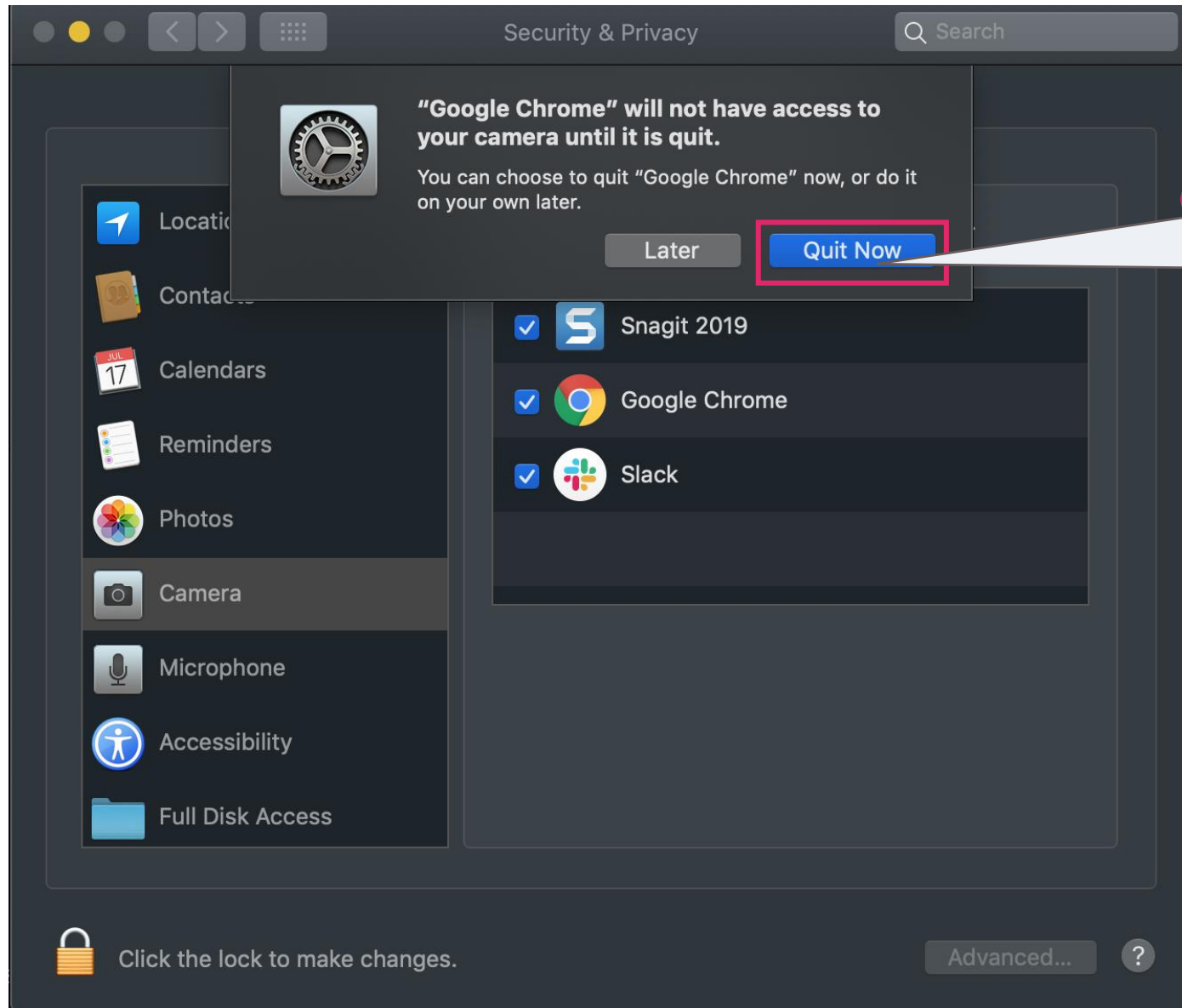
④ Select 'Quit Now' to close the browser and effect your changes

☑ Snagit 2019

☑ Google Chrome

☑ Slack

Location

Contacts

Calendars

Reminders

Photos

Camera

Microphone

Accessibility

Full Disk Access

🔒 Click the lock to make changes.   Advanced...   ?

You will have to quit Google Chrome to allow it access to your camera

Enabling your camera and microphone for Safari using an Apple MacBook

If your video is not enabled on Safari, you may have selected 'Don't Allow' or 'Never for this Website' on this pop-up

This message will pop up when using Safari to access the video consult

Allow "video.netcareplus.co.za" to use your camera and microphone?

You can change this setting in Safari Websites preferences.

Never for This Website   Don't Allow   Allow
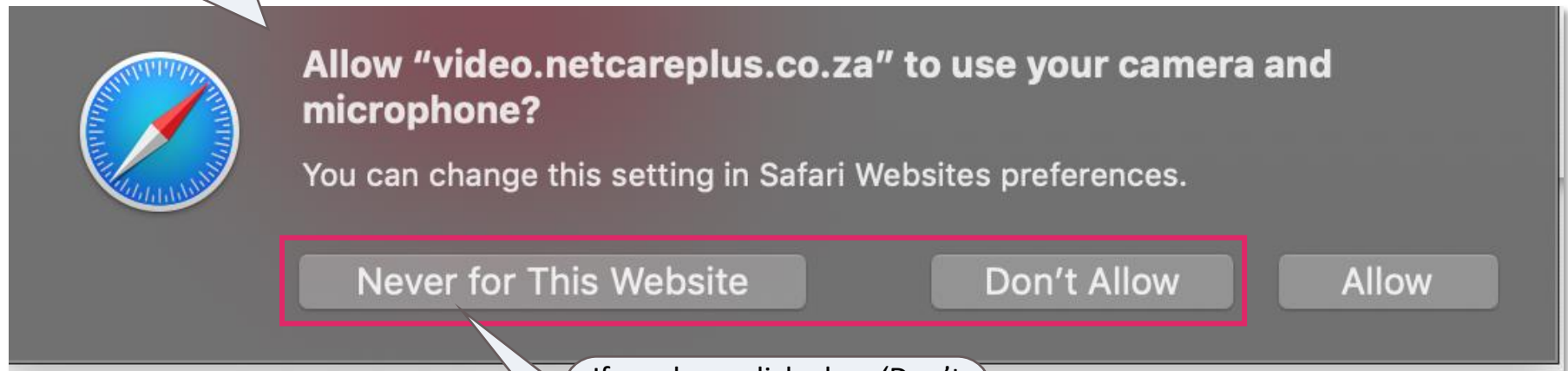
If you have clicked on 'Don't Allow' or 'Never for This Website' here. The video feed on your consult will not load

To resolve for Safari on your MacBook, load the URL then go to '‘Safari’'

2 Click on ‘Safari’

1 Ensure that you have opened the page

Safari File Edit View History Bookmarks Window Help

🔒 video.netcareplus.co.za

TELEHEALTH **JOIN CONSULT**

Go to 'Settings for This Website'

Safari File Edit View Histo

About Safari
Safari Extensions...

Preferences...   ⌘,
Settings for This Website...

Clear History...

Services   ▶

Hide Safari   ⌘H
Hide Others   ⌥⌘H
Show All

Quit Safari   ⌘Q
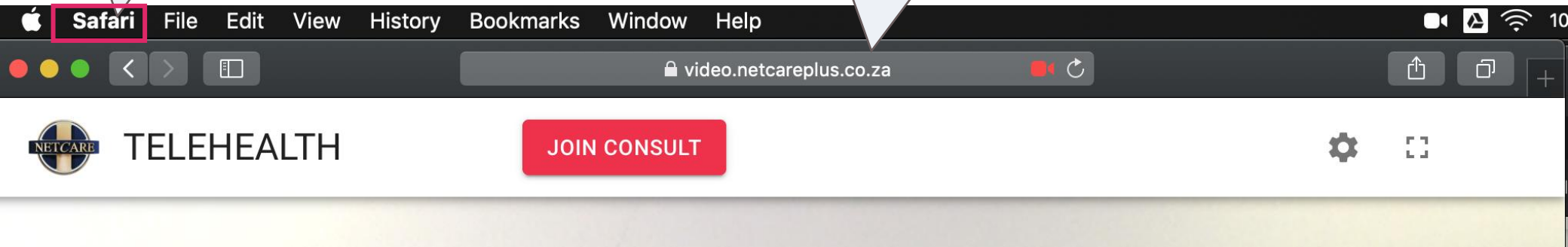
3 Select '**Settings for This Website**'
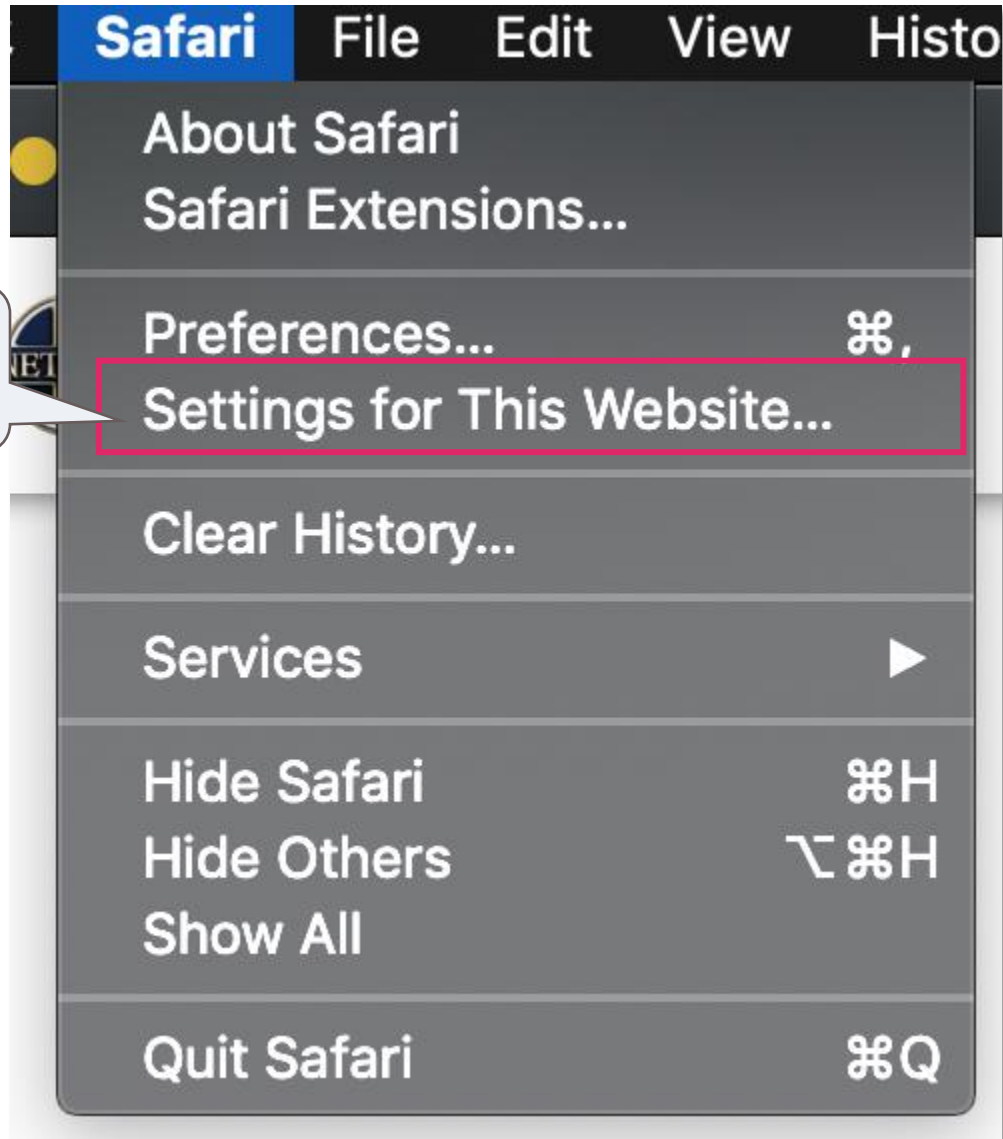
'Allow' camera and microphone for this website

When visiting this website:

☐ Use Reader when available

☑ Enable content blockers

Page Zoom: 100%

Auto-Play: Stop Media with Sound

Pop-up Windows: Block and Notify

4 Change 'Deny' to 'Allow' for the Camera and Microphone

Camera: Deny ⇕

Microphone: Deny

Screen Sharing: Ask

Location: Ask

Both the camera and microphone should be set to 'Allow'

When visiting this website:

☐ Use Reader when available

☑ Enable content blockers

Page Zoom: **100%**

Auto-Play: **Stop Media with Sound**

Pop-up Windows: **Block and Notify**

Camera: **Allow**

Microphone: **Allow**

Screen Sharing: **Ask**

Location: **Ask**

If you do this before joining the consult, click 'Join consult' to continue.

If you have already entered the consult and then change these settings, end the consult and go to the link to join the consult again.

FAQs

1 My video isn't switching on and my video icon is crossed out

2 How do I set the portal as a desktop shortcut for quick access?

1. How do I set the portal as a desktop shortcut?
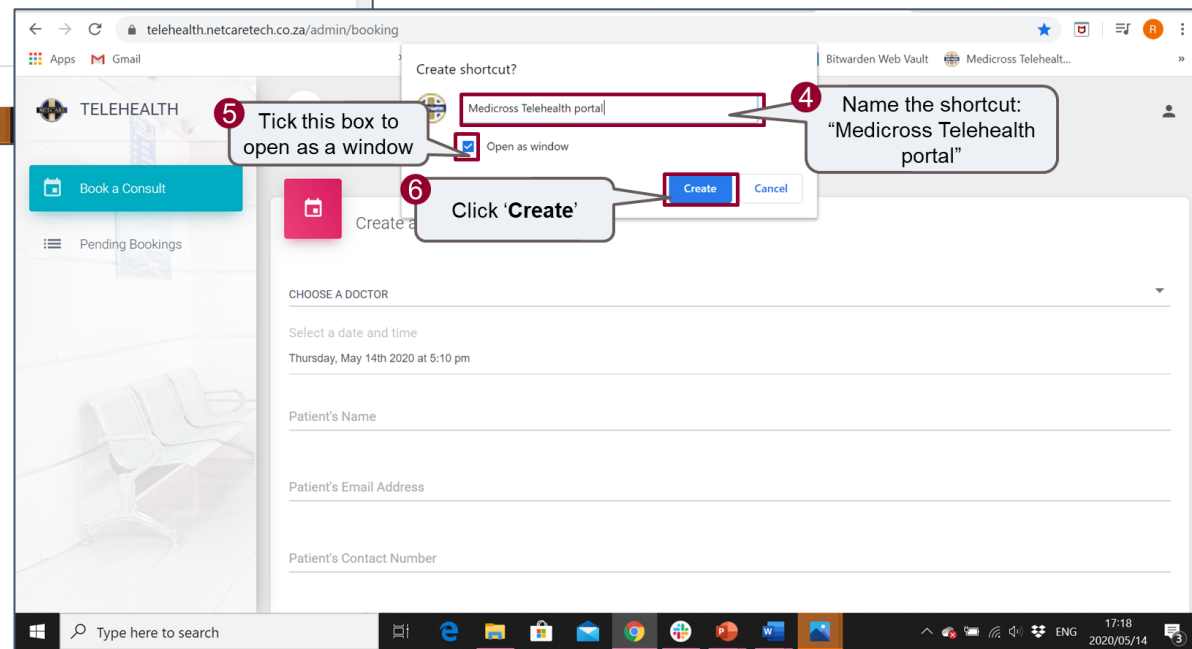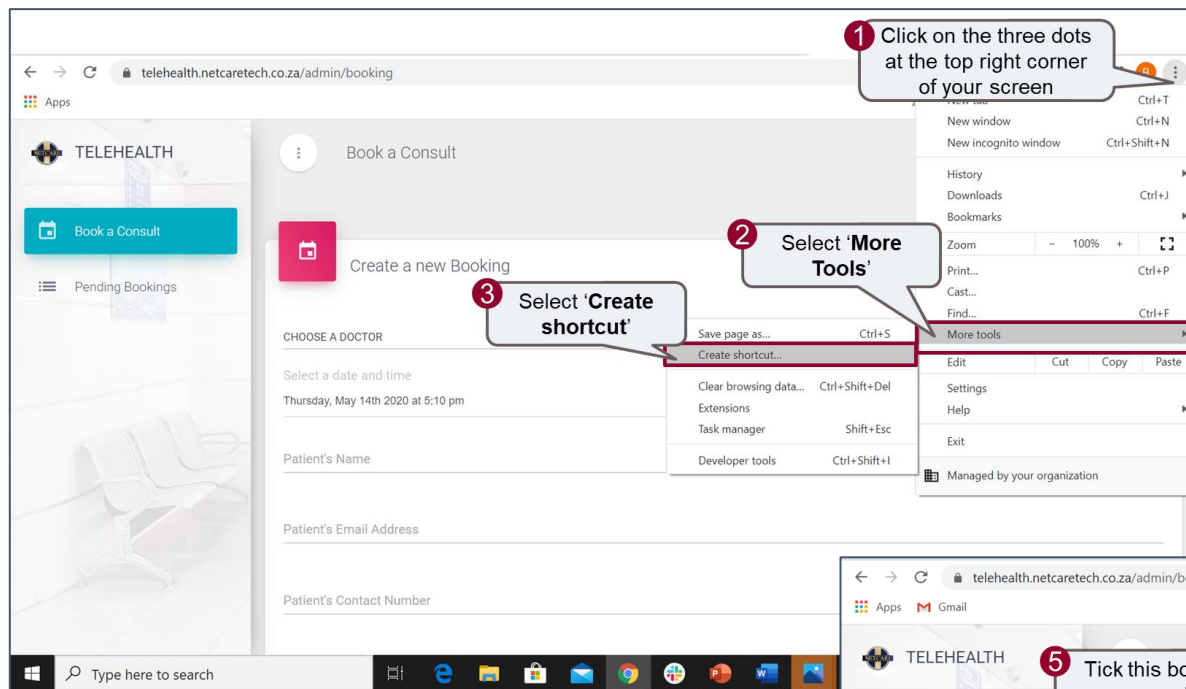
The shortcut will appear on your desktop
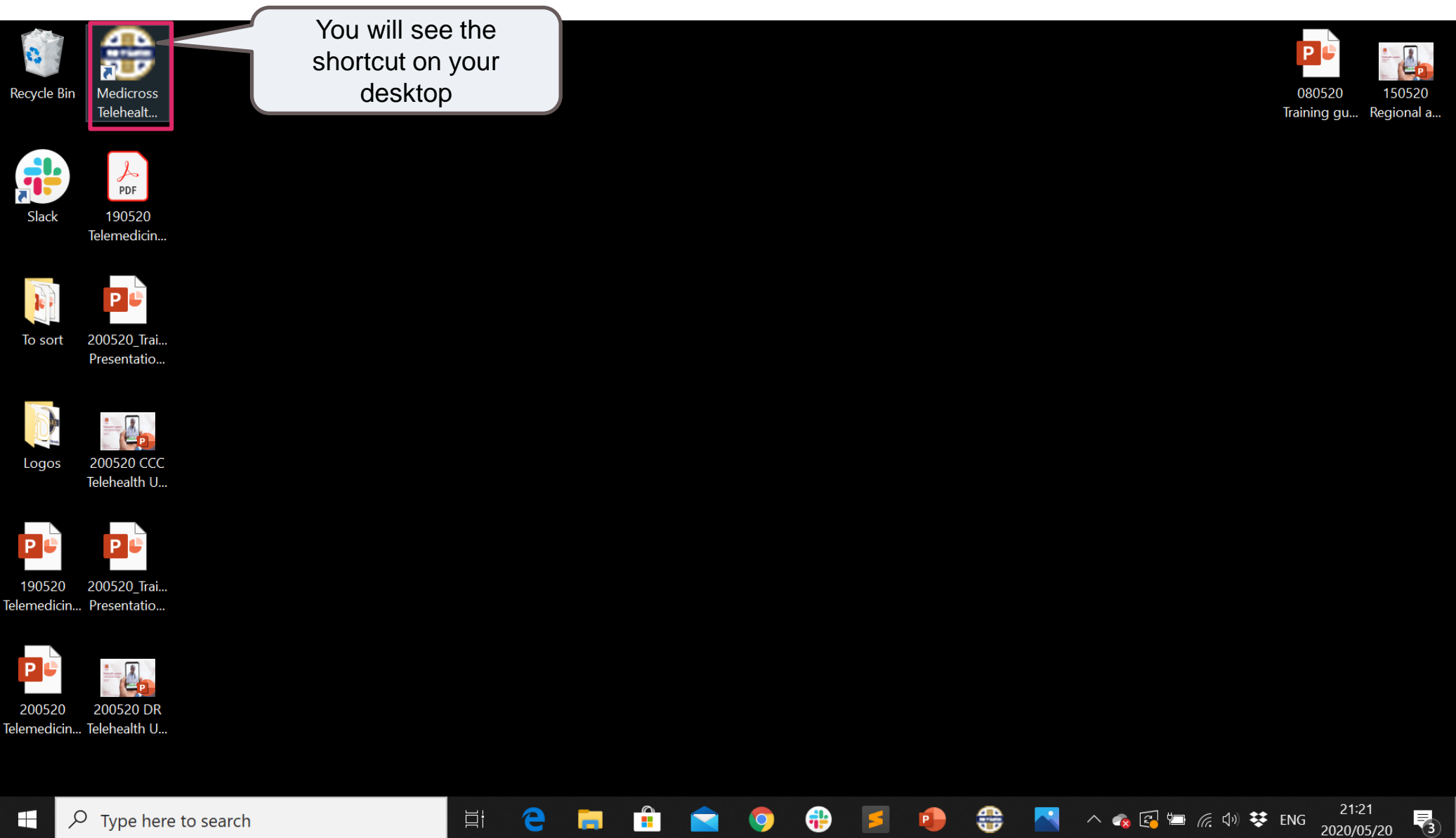
You will see the shortcut on your desktop

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Here are our top tips on how to have a successful telehealth consult

Test out all your equipment before you start. Before you do your first telehealth visit, check to make sure your volume is on, the audio is clear, and your camera and microphone are working. You might even want to do a quick check each morning to make sure everything is working properly.

Set-up your camera at eye-level. Whether you're using an integrated or external camera, set it up so that the camera is approximately eye-level. That way, it'll be easier to maintain eye contact with the patient and stay engaged during the visit.

Close unnecessary programs. Video streaming can take up a lot of bandwidth, so make sure you don't have too many other programs or tabs open.

Plug in your computer or mobile device if you can. While this isn't necessary, it's always a good idea. The last thing you want is for your power to die in the middle of the visit.

Ensure that you are connected to the Internet. Preferably use a wired connection as these are less prone to interruptions.

Find a quiet space. Make sure the space is quiet and distraction-free. Eliminating distractions and ensuring patient privacy is crucial to a high-quality telehealth visit.

Follow the same clinical guidelines you would with an in-person visit. Even if you can't do a physical exam, you can ask good questions and take a thorough history of present illness. While the technology and interaction is different, the key clinical guidelines apply to a virtual visit the same way as a physical appointment.

Stay engaged. Try to maintain eye contact and nod along to show you're listening. If you need to take notes or look at something, mention that you're doing so to the patient –they may not be able to see exactly what you're doing, and taking notes could just seem like you're distracted or not engaged in the visit.

Explain next steps. Once the visit is over, thank the patient for doing a virtual visit and explain what they need to do next (this could be picking up their medication from their nearest pharmacy, or scheduling a follow-up appointment in the next month).