

# QCH COVID-19 Virtual Clinic – Parent/Patient Guide

## Overview

The Queensland Health Telehealth Portal provides an easy, safe and secure way to videoconference with your clinician from any PC, MAC laptop or smart device (i.e. phone/tablet).

## Requirements

1. PC, MAC, laptop or smart device with a webcam, microphone, and speakers. You may also prefer to use headphones.
2. Internet connection – For a good experience you will need at least 0.4Mbps for both download and upload. You can test your Internet connection speed by clicking [here](#) and selecting Begin Test.

**Please note – iPhones/iPads with iOS 15.1 will not be compatible with the virtual clinic platform. Please update your phone to 15.2 if possible (all other iOS versions are compatible)**

## Test your device and internet connection

Please click the below button to perform a test telehealth videoconference (if reading this on the device you would like to test)

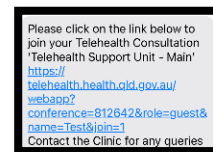
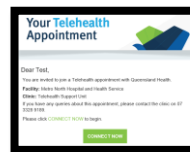
Test Call

You should be able to see and hear yourself with a 2 second delay.

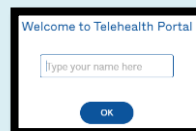
## Starting your videoconference

Prior to your telehealth appointment, you will have received an email or SMS with a link/button to join the videoconference session.

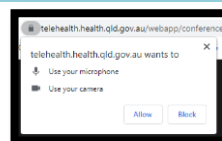
**Step 1** At the time of your appointment, click the link you received via text or email to attend.



**Step 2** If asked, enter the patients full name in the field shown below.



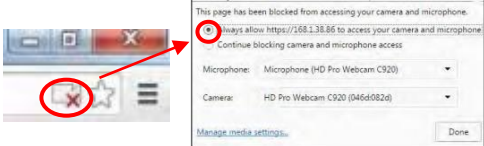
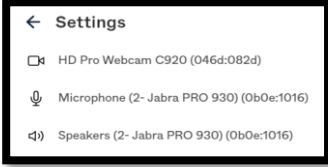
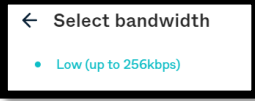
**Step 3** Allow this website to have access to your webcam and microphone.

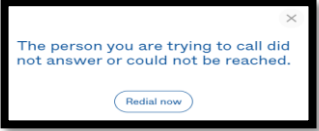


## Videoconference controls



## Troubleshooting

Problem	Solution
<p><b>Webcam and Microphone Issues</b></p> <ul style="list-style-type: none"> <li>• Error message – “Could not get access to camera or microphone. Please check your browser settings”.</li> <li>• No self-view image during videoconference.</li> <li>• Other participants can’t hear or see you.</li> </ul>	<p>Try each of these in the following order.</p> <ol style="list-style-type: none"> <li>1. Ensure your web browser is up to date and on the latest version</li> <li>2. Double check your webcam is plugged in correctly.</li> <li>3. Check no other applications are using your webcam, i.e. Skype. If so, close the program.</li> <li>4. Check the camera status icon in your browser.</li> </ol>  <p>If it has a red cross as above, click on it and choose the option to always allow your camera and microphone.</p> <p>Disconnect and reconnect the call.</p> <ol style="list-style-type: none"> <li>5. Disconnect the call and click on the <b>Settings</b> <span style="background-color: #4a90e2; color: white; padding: 2px 5px;">...</span> button from the main screen. Make sure you choose the correct camera and microphone.</li> </ol> 
<p><b>Quality and Bandwidth Issues</b></p> <ul style="list-style-type: none"> <li>• Poor quality audio and video</li> <li>• Image freezing</li> <li>• Call drops out</li> </ul>	<p>Disconnect the call and click on the <b>Settings</b> <span style="background-color: #4a90e2; color: white; padding: 2px 5px;">...</span> button from the main screen. Choose a lower bandwidth such as Low (256kbps) and reconnect the call.</p>  <p>If any other applications are using the Internet on your network, close them down.</p>

<p><b>Connection Issues</b></p>  <ul style="list-style-type: none"> <li>• The dial number you have been given may be incorrect.</li> <li>• The videoconference system you are trying to reach may be switched off or not answering.</li> </ul>	<p>Please contact the Queensland Health staff member that provided the dial in details.</p>
<p><b>Echo/high pitched sounds during videoconference</b></p>	<p>If using computer speakers, try a pair of headphones instead. You may need to disconnect and reconnect the call once you have plugged your headphones in to change the audio output.</p> <p>If multiple users are connected, request that participants mute themselves unless speaking.</p>
<p><b>Error Message: You are using an outdated browser</b></p>	<p>Please upgrade your browser to the latest version.</p>
<p><b>General Issues</b></p>	<p>If on an iPhone/iPad, ensure iOS is not version 15.1 (update to latest version if so)</p> <p>Try using an alternative web browser to connect.</p>
<p><b>Statewide Service Desk and Technical Team</b></p>	<p><b>1800 066 888</b></p>