

New Organisation Setup Details

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Complete and return this form via email to CESPHN at telehealth@cesphn.com.au.

By filling in the application form, you agree to the [healthdirect terms of use](#).

If you have any queries, call us on 1300 986 991 and ask to speak to a team member in Telehealth.

Department of Health Sponsor / PHN affiliated to

Name	
Email Address	
Phone Number	

Clinic details

Date Submitted	
Clinic Name	
Clinic Logo (image)	
Clinic Website (home page link)	

Administrator / Adoption Lead Details

The person with overall operational responsibility for implementation and adoption of video consulting using Video Call – the **initial clinic administrator** (more members can be added once initial administrator creates an account).

Name	
Email Address	
Phone Number	

Default Setting

The following properties are set by default in the *Video Call Management Console*. They can be changed after the account has been created. Visit <https://help.vcc.healthdirect.org.au/> for more information.

Call Quality -> Connection Check Behaviour	Disabled
Call Quality -> Video Quality Preset	Adaptive
Default Waiting Area Music playlist	Jazz & Blues
Audio Announcement to play to callers waiting	None
Logo Image (if not provided)	Video Call Icon
Link to caller troubleshooting information:	Specify web link
Link to the default Terms of Use	Specify web link
Important Information presented to callers before they enter a call to this Waiting Area: <i>“This is NOT an emergency service. If you need urgent care, telephone 000 (triple zero). No one is permitted to record the call without consent. Everyone attending the consultation with you will be introduced.”</i>	Specify any changes

Operating Hours: Include Mondays to Sundays including breaks or can simply specify 24 hours, 7 days per week	9 am – 5 pm Monday to Friday
Callers access to the clinic from a Start Video Call button on a web page?	Yes
Callers must provide first name and last name to access the service, any other requirements? (e.g. mobile number, Medicare number, etc...)	First Name, Last Name and Mobile Number
Waiting in queue message: <i>“Thank you for your call, someone will be with you shortly”</i>	Specify any changes needed in the text
Callers see the ‘waiting in queue’ message after: (e.g. 10 seconds)	10 seconds
Providers who supply mobile phone number/e-mail address, received text alert/email notification of new caller in waiting area queue	Need to be configured by individual service provider
Service Provider Camera and Microphone settings	Enabled by default
Post Consult Survey link: Survey weblink (e.g. Qualtrics, Survey Monkey)	None