

# GP2U Telehealth

## ALLIED HEALTH MANUAL



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**GP2U Telehealth**

38 Montpelier Retreat, Battery Point TAS 7004 Australia

**ABN:** 58 151 445 715

**Ph:** 1300 GP2U NOW (1300 472 866)

**Fax:** 1800 GP2U FAX (1800 472 832)

<https://gp2u.com.au/skype2doctor>

<https://facebook.com/skype2doctor>

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## WHAT IS GP2U?

GP2U is a service that allows patients to see Allied Health Practitioners using video conferencing, so rather than the patient going to the Allied Health Practitioner the Allied Health Practitioner comes to the patient, where ever they are.

Other than the lack of Medicare funding there are no barriers to Allied Health Practitioners offering Telehealth services directly to any patients they wish to.

The GP2U system handles all the details of scheduling appointments, taking bookings and payments, connecting video conferences and keeping notes along with a range of other features.

Our service is available 7 days a week 365 days a year.

Telehealth offers you the opportunity to explore a new way to deliver your services.

The nitty gritty about integrating Telehealth into your practice follows below. It looks long, but it's full of pictures/screenshots with step-by-step instructions in only a few words.

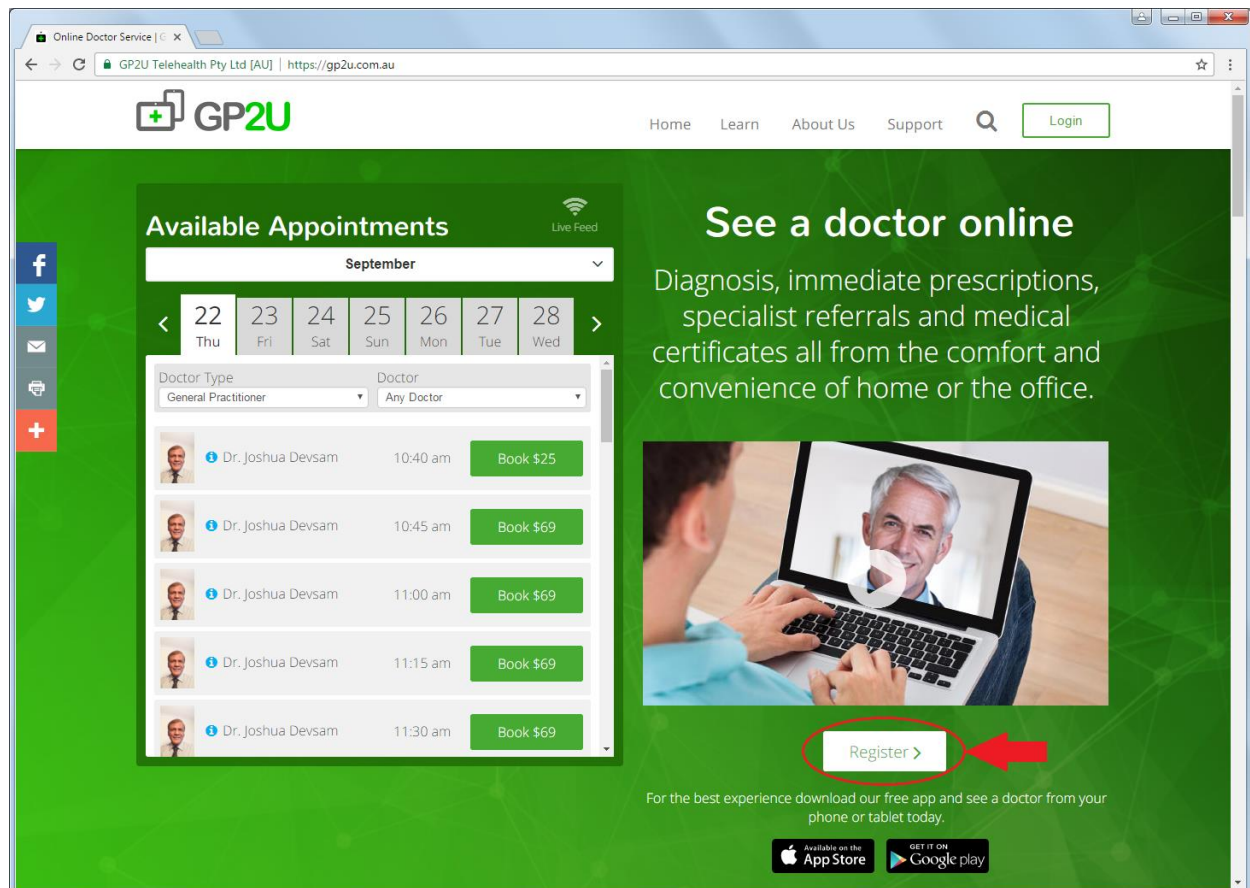
You are free to use as little or as much of the service as fits your clinical workflow.

# REGISTERING WITH GP2U IS FREE FOR ALLIED HEALTH PRACTITIONERS

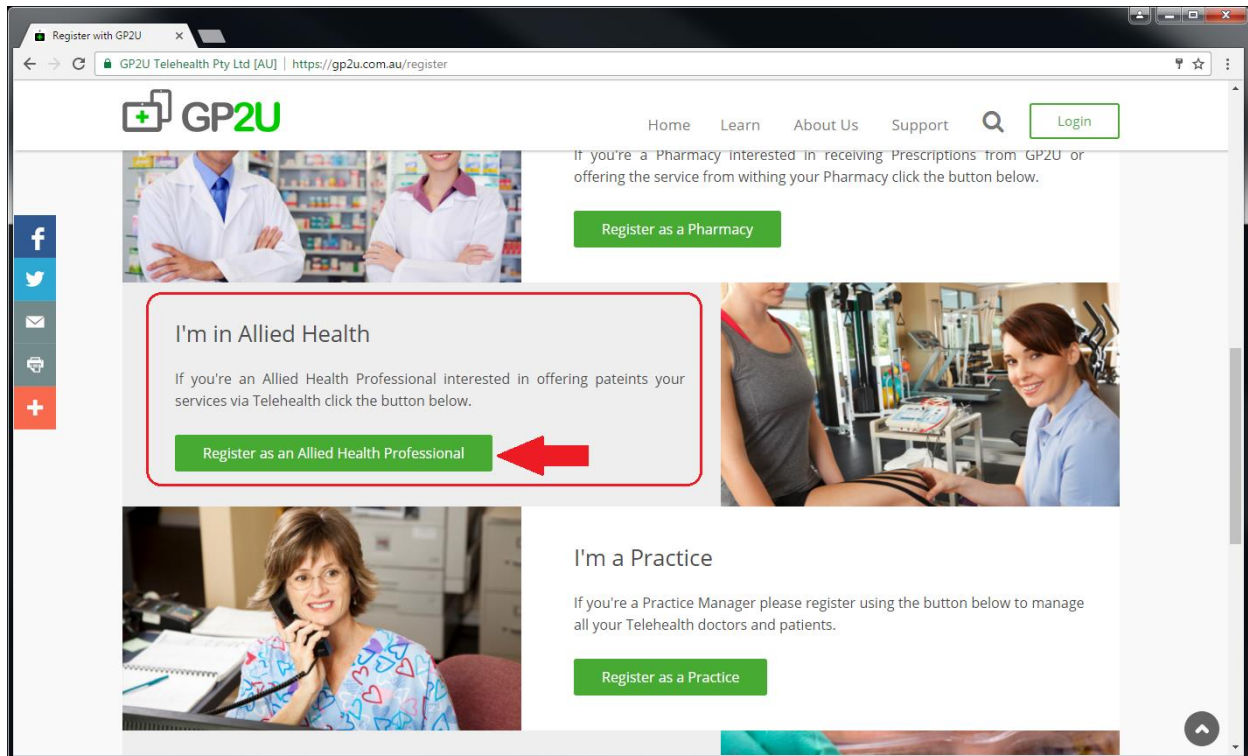
Registration as an Allied Health Professional with GP2U is easy. Simply click this link to register.

<https://gp2u.com.au/registration?group=Allied+Health>

Registration takes less than two minutes. Or if you want, you can head to [gp2u.com.au](https://gp2u.com.au) and scroll down to find the “Register button”:



Scroll down again until you see "I'm in Allied Health":



If you would like to select the **Full Registration option**, you will need to complete the following **5 step process**.

### Registration Step 1: Name

Registration Step 1

GP2U

Home Learn About Us Support Login

Registration Step 1

Name Password Address Phone Register

Title Mr Optional

First Name Allied

Surname Health

Salutation Dear Mr Health

Please tell us how you would you like to be addressed?  
e.g. Dear Dr Zhivago, Hi Bill, Greetings Sir Richard...

Next > Click last

GP2U TeleHealth  
Level 2 Knopwood House  
38 Montpelier Retreat  
Battery Point TAS 7004

admin@gp2u.com.au +61 1300 472 866  
+61 1800 472 832

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Enter the Title that you prefer to be called by (Mr, Mrs, Miss, Ms, Master, Dr, etc.) then your First Name and Surname. And put a Salutation in the final field such as Dear Mr Doe or Hello John. Then click “Next”.

## Registration Step 2: Username and Password

For this step, fill out a Username you can remember (firstname.lastname for example) and an alphanumeric password and a preferable non-hotmail email account, such as a gmail account. Then use the drop down menu in the “Specialty” field and select which field of expertise you are in, such as Psychology, etc.

Registration Step 2

GP2U Telehealth Pty Ltd [AU] | https://gp2u.com.au/registration/step2

Home Learn About Us Support Login

### Registration Step 2

Name Password Address Phone Register

Username: AlliedHealthExample ✓ Available

Password: ..... Passwords match

Email Address: admin@gp2u.com.au Email addresses match

Specialty: **Dietitian / Nutritionist**

Athletic Trainer  
Audiologist  
Chiropractor  
Community Health Workers  
**Dietitian / Nutritionist**  
Exercise Physiologist  
Kinesiotherapist  
Massage Therapist  
Neurophysiologist  
Medical Ethicist  
Medical Transcriptionist  
Occupational Therapist  
Orthotist / Prosthetist  
Orthoptist  
Paramedic  
Physiotherapist

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Then click Next.

Registration Step 2

GP2U Telehealth Pty Ltd [AU] | https://gp2u.com.au/registration/step2

Home Learn About Us Support Login

### Registration Step 2

Name Password Address Phone Register

Username: AlliedHealthExample ✓ Available

Password: ..... Passwords match

Email Address: admin@gp2u.com.au Email addresses match

Specialty: Dietitian / Nutritionist

**Next >**

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### Registration Step 3: Address

For this step, please enter the address you wish to work out of. Keep in mind, this is an address that will appear on any letters that you write in the writer, so make sure it is a place you feel comfortable about patients and clients knowing where you are. When you are ready for the next step, click “Next”.

The screenshot shows a web browser window with the URL <https://gp2u.com.au/registration/step3>. The page title is "Registration Step 3". At the top, there is a navigation menu with "Home", "Learn", "About Us", "Support", and a "Login" button. A progress bar indicates the current step: Name (checked), Password (checked), Address (checked), Phone (unchecked), and Register (unchecked). The form fields are as follows:

- Address:
- City/Town:  (Optional)
- Postcode:
- State:  (Australia Only)
- Country:
- Time Zone:

A "Next >" button is located below the form fields. The footer contains the following information:

- GP2U TeleHealth  
Level 2 Knopwood House  
38 Montpelier Retreat  
Battery Point TAS 7004
- admin@gp2u.com.au
- +61 1300 472 866
- +61 1800 472 832
- Social media icons for Facebook, Twitter, Google+, and LinkedIn.
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## Registration Step 4: Phones & Skype

For this step, just enter at least one phone number you can be reached on. You can also tell us what your Skype name is as well, if you have one:

Registration Step 4

GP2U Telehealth Pty Ltd [AU] | <https://gp2u.com.au/registration/step4>

Home Learn About Us Support Login

### Registration Step 4

Name Password Address Phone Register

Phone (Work) 1300472866 At least one work, home or mobile phone is required.

Phone (Home)

Phone (Mobile)

Skype Name Optional, if you don't have one ignore this Optional

Next >

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admin@gp2u.com.au +61 1300 472 866 +61 1800 472 832

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## Registration Step 5: DOB, Gender, Terms of Service & Privacy Policy

The final step is to give us your date of birth (any known format can work), a gender (Male, Female, Unspecified), and make sure you read and check the Terms of Service and Privacy Policy.

Registration Step 5

GP2U Telehealth Pty Ltd [AU] | <https://gp2u.com.au/registration/step5>

Home Learn About Us Support Login

### Registration Step 5

Name Password Address Phone Register

Date of Birth 1/1/1970

Gender Male

I have read and agree to the [Terms of Service](#) and [Privacy Policy](#).

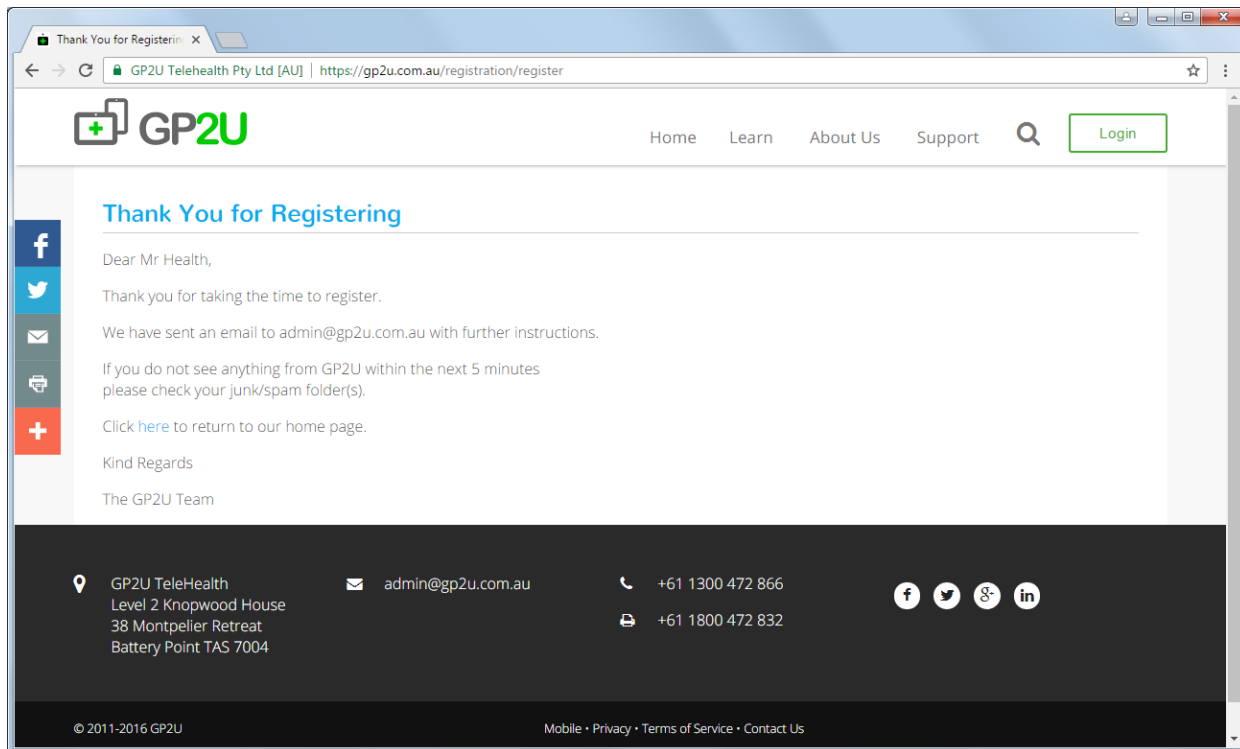
Register Me!

GP2U TeleHealth  
Level 2 Knopwood House  
38 Montpelier Retreat  
Battery Point TAS 7004

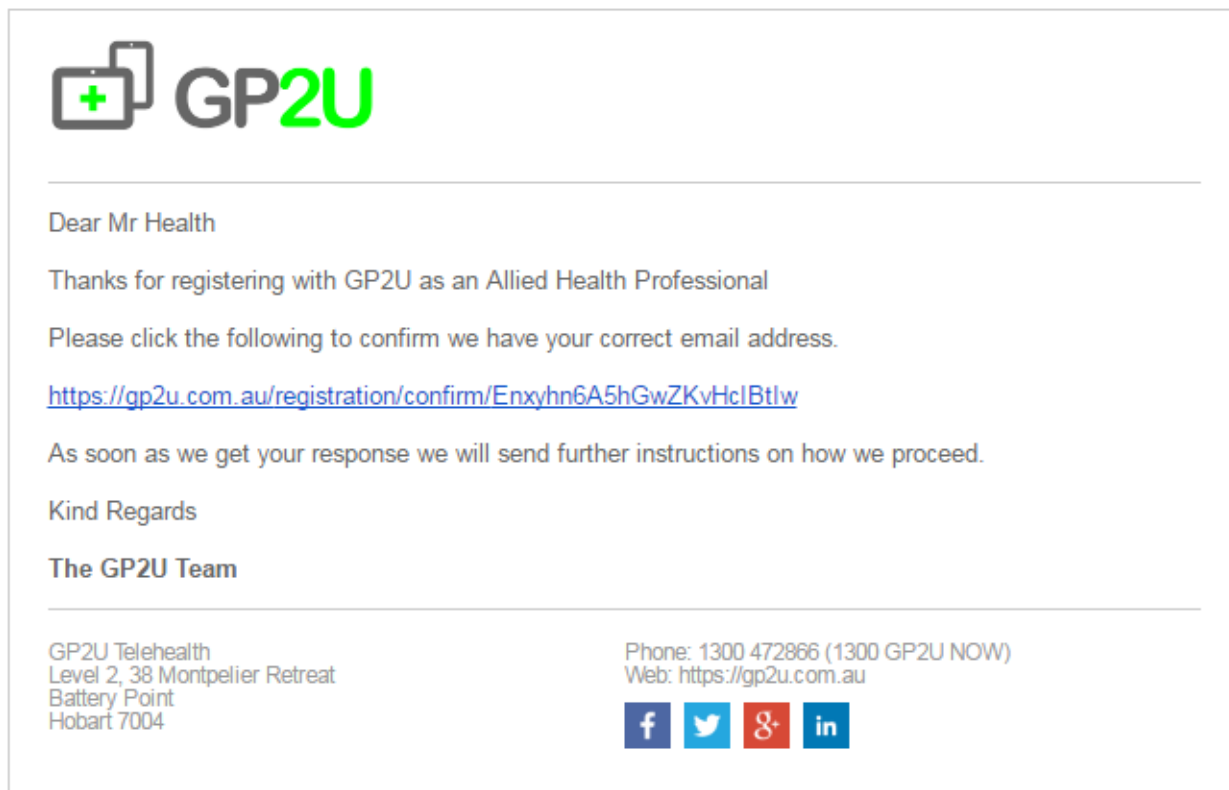
admin@gp2u.com.au +61 1300 472 866 +61 1800 472 832

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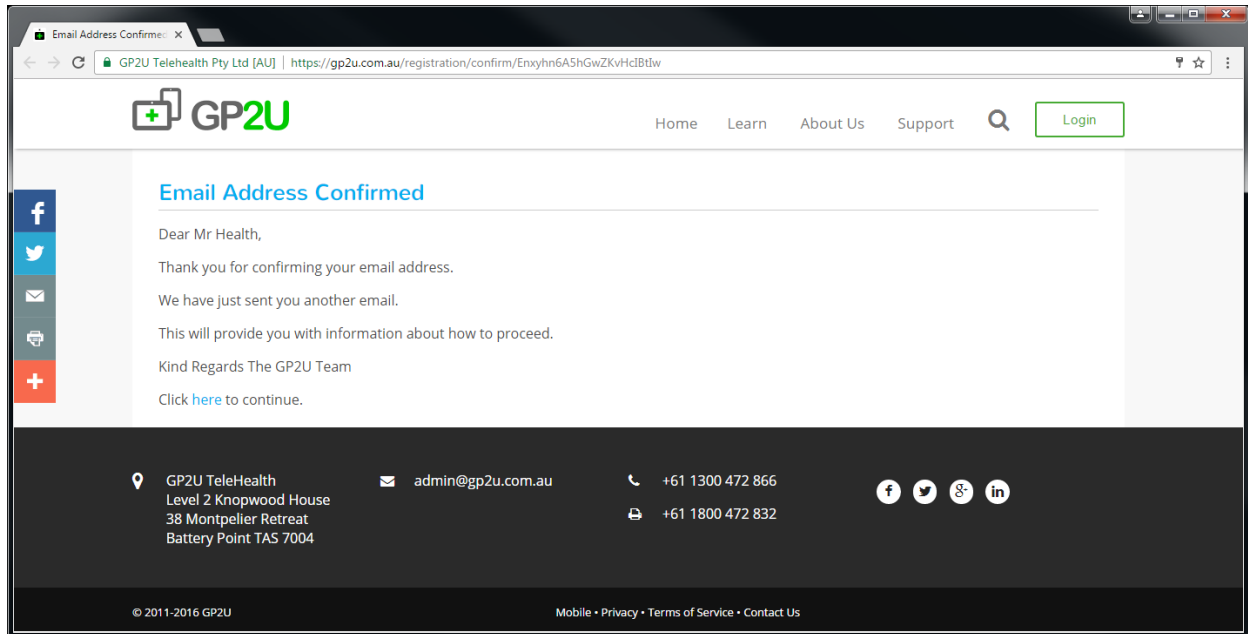
Now click the "Register Me!" button.



On completion of your registration you will get an email from us asking you to click a link to confirm we have your correct email address.

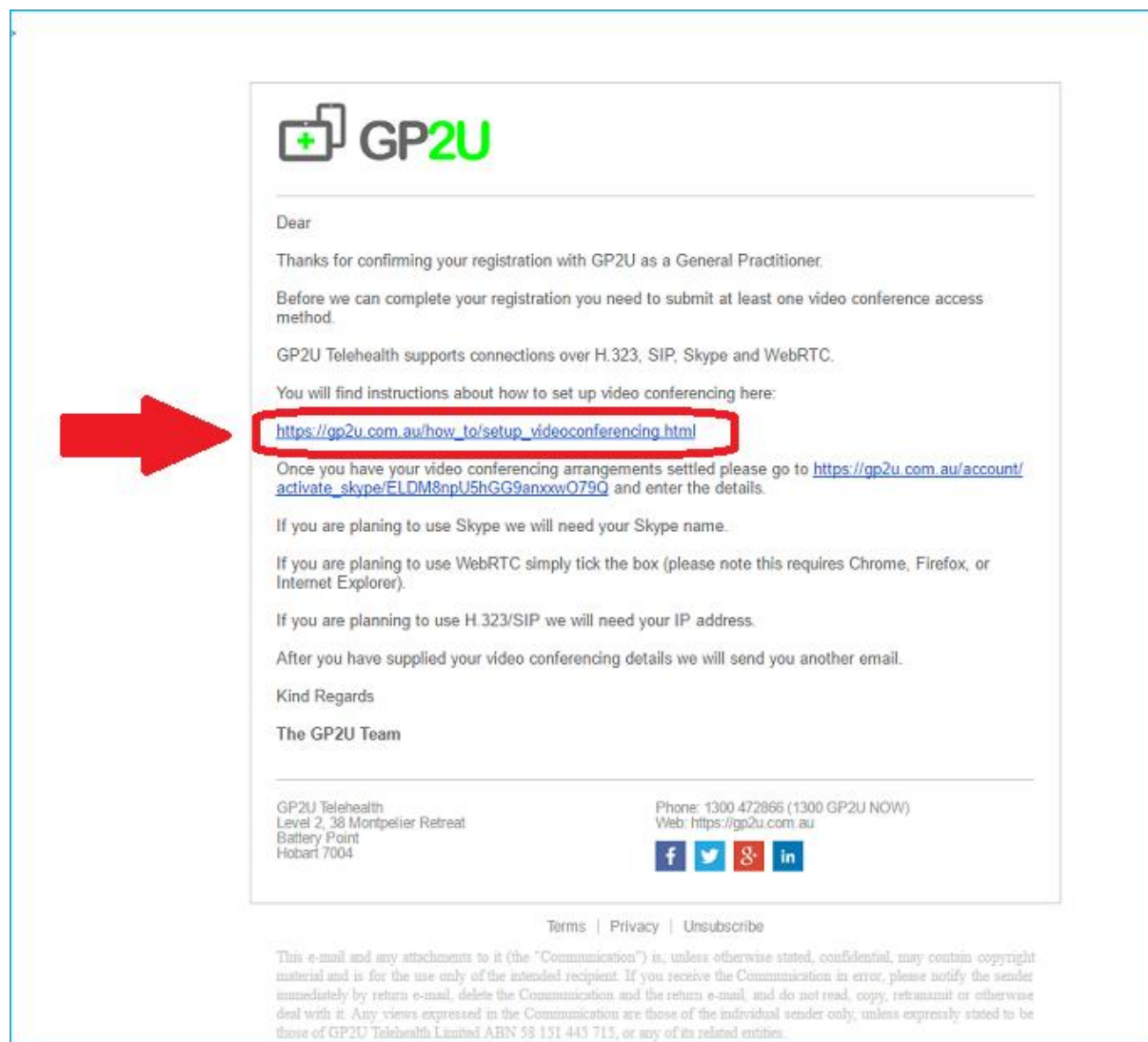



Clicking on the link will take you to this page:



## VIDEO CONFERENCING

If you did not supply any video conferencing details (eg. Skype) you will get an email like this:





Dear

Thanks for confirming your registration with GP2U as a General Practitioner.

Before we can complete your registration you need to submit at least one video conference access method.

GP2U Telehealth supports connections over H.323, SIP, Skype and WebRTC.

You will find instructions about how to set up video conferencing here:

[https://gp2u.com.au/how\\_to/setup\\_videoconferencing.html](https://gp2u.com.au/how_to/setup_videoconferencing.html)

Once you have your video conferencing arrangements settled please go to [https://gp2u.com.au/account/activate\\_skype/FLDM8npU5hGG9anxxwO79Q](https://gp2u.com.au/account/activate_skype/FLDM8npU5hGG9anxxwO79Q) and enter the details.

If you are planning to use Skype we will need your Skype name.

If you are planning to use WebRTC simply tick the box (please note this requires Chrome, Firefox, or Internet Explorer).

If you are planning to use H.323/SIP we will need your IP address.

After you have supplied your video conferencing details we will send you another email.


Kind Regards

**The GP2U Team**

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GP2U Telehealth  
Level 2, 38 Montpelier Retreat  
Battery Point  
Hobart 7004

Phone: 1300 472866 (1300 GP2U NOW)  
Web: <https://gp2u.com.au>



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Clicking on the first link will bring you to this “How to set up video conferencing” page:

The screenshot shows a web browser window displaying the GP2U website. The page title is "How to set up video conferencing". The navigation menu includes Home, Learn, About Us, Support, and a Login button. The breadcrumb trail is HOME → HOW TO → HOW TO SET UP VIDEO CONFERENCING. The main heading is "How to set up video conferencing".

**Check your Internet connectivity**  
You **must** have adequate Internet connectivity for video conferencing to work. You will find a short discussion about this [here](#). You can test your existing Internet connectivity [here](#).

If you have adequate connectivity great, if not you will need to fix this, probably by upgrading your ADSL or purchasing a 4G modem.

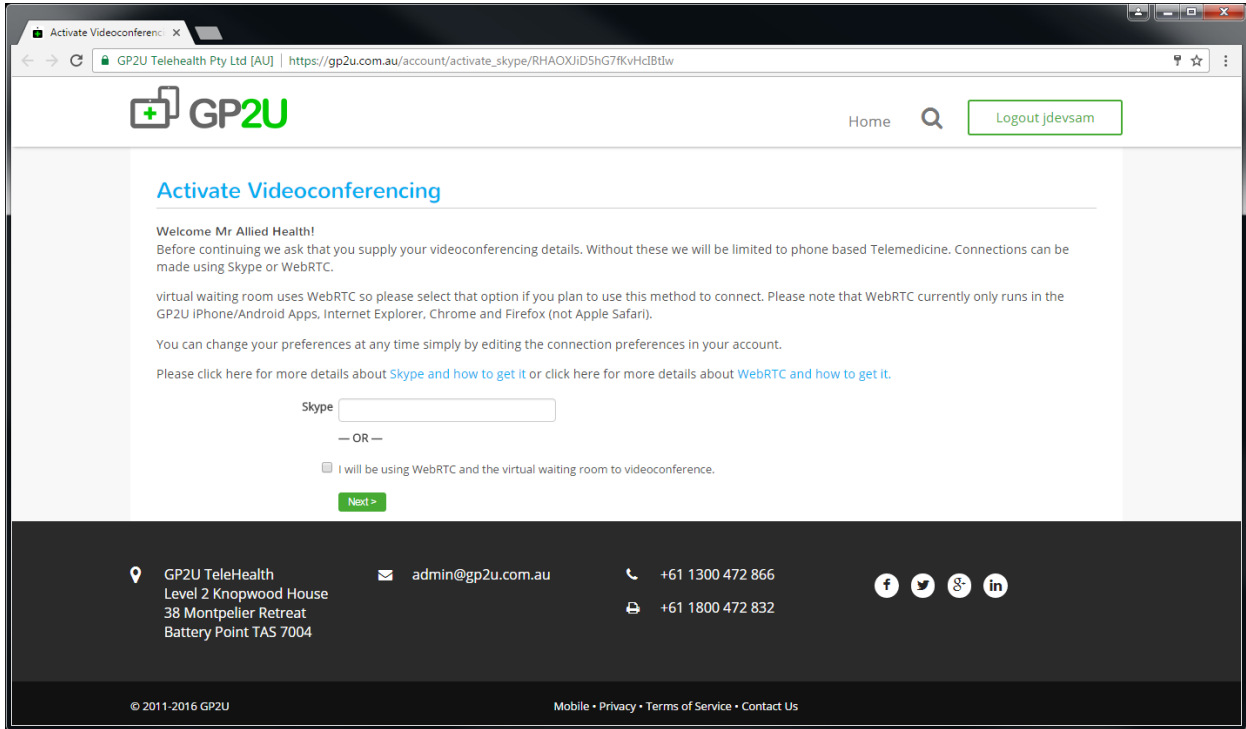
**Choose between a hardware or software solution**  
For most people a software solution will work perfectly well, and will be by far the most cost effective option, so this is what we will discuss here. Video conferencing hardware should come with installation and support.

**Software Solution**  
You will need the following parts:

- Computer
  - Any modern computer around the \$1000 price point will be satisfactory.
  - Laptops work well.
  - Net books do not work well.
- Camera
  - We have found the top of the range Logitech Webcams (~\$100) work better than the Microsoft equivalents.
  - Cheaper laptops have poor quality cameras.
- Microphone
  - Microphones are typically integrated with Webcams. The main reason to buy a top end Webcam is to get a good microphone.
  - Cheaper laptops have poor quality microphones.
- Speakers
  - Virtually any set of external speakers will do.
  - Cheaper laptops have poor quality speakers.
- Video Conferencing Software
  - You can download your software from [here](#).
  - Skype is easy to set up to both make and receive calls. Your Skype name is like your telephone number.
  - WebRTC is built into Google Chrome and Firefox and will automatically install into Internet Explorer. We recommend Chrome.
  - H.323/SIP solutions are easy to set up to make calls, however in order to receive calls they require a fixed IP address and port forwarding to set up on your router (typically a job of IT support). Your IP address is like your telephone number.
- Connection to Internet
  - Your computer needs to be able to access your adequate Internet connectivity.
  - Cables, Wireless, USB and 4G are all typically good enough.

The footer contains contact information: GP2U TeleHealth, Level 2 Knopwood House, admin@gp2u.com.au, +61 1300 472 866, and social media icons for Facebook, Twitter, Google+, and LinkedIn.

Clicking on the second link will bring you to the “Activate Videoconferencing” page:



Simply put in your Skype name or just tick the checkbox next to “I will be using WebRTC”. You can always add a Skype name later.

Once you have done this, or if you put in a Skype name originally, you will receive this email:



Dear Mr Health

Thanks for confirming your registration with GP2U as an Allied Health Professional

Your username is: AlliedHealthTest

Before you can login and book appointments we need to accredit you. Our accreditation process is as quick, painless, and practical as we can possibly make it. Accreditation helps maintain the integrity and trust in the system you are joining.

Can you please supply:

- 1) A document that proves your professional standing (AHPRA or other professional body).
- 2) The names and phone numbers of 3 referees (to validate your identity)
- 3) Photographic ID (Driver's licence or Passport)

You can send these details to:

Fax: 1800 472832 (1800 GP2U FAX)

Email: [admin@gp2u.com.au](mailto:admin@gp2u.com.au)

Once we have these details we can approve your account.

You will find a range of resources on our website. Some that may be of immediate use include:

The Allied Health user manual: <https://gp2u.com.au/static/documents/manuals/AlliedHealth-final.pdf>

The Patient Management System manual: <https://gp2u.com.au/static/documents/manuals/PMS.pdf>

How to set up video conferencing: [https://gp2u.com.au/how\\_to/setup\\_videoconferencing.html](https://gp2u.com.au/how_to/setup_videoconferencing.html)

Frequently Asked Questions: <https://gp2u.com.au/faq.html>

Introductory videos: <https://gp2u.com.au/video.html>

If you have any questions please feel free to contact us at:

Web: <https://gp2u.com.au/contactus>

Phone: 1300 472866 (1300 GP2U NOW)

Kind Regards

The GP2U Team

## ACCREDITATION PROCESS

You will notice we have an accreditation process and we are sure you'll understand why. It's vital that every Allied Health Practitioner we have registered on our system is who they say they are. You will receive an email that looks like this:



Dear Mr Health

Thanks for confirming your registration with GP2U as an Allied Health Professional

Your username is: AlliedHealthTest

Before you can login and book appointments we need to accredit you. Our accreditation process is as quick, painless, and practical as we can possibly make it. Accreditation helps maintain the integrity and trust in the system you are joining.

Can you please supply:

- 1) A document that proves your professional standing (AHPRA or other professional body).
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- 3) Photographic ID (Driver's licence or Passport)

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Fax: 1800 472832 (1800 GP2U FAX)

Email: [admin@gp2u.com.au](mailto:admin@gp2u.com.au)

Once we have these details we can approve your account.

You will find a range of resources on our website. Some that may be of immediate use include:

The Allied Health user manual: <https://gp2u.com.au/static/documents/manuals/AlliedHealth-final.pdf>

The Patient Management System manual: <https://gp2u.com.au/static/documents/manuals/PMS.pdf>

How to set up video conferencing: [https://gp2u.com.au/how\\_to/setup\\_videoconferencing.html](https://gp2u.com.au/how_to/setup_videoconferencing.html)

Frequently Asked Questions: <https://gp2u.com.au/faq.html>

Introductory videos: <https://gp2u.com.au/video.html>

If you have any questions please feel free to contact us at:

Web: <https://gp2u.com.au/contactus>

Phone: 1300 472866 (1300 GP2U NOW)

Kind Regards

The GP2U Team



We require you to supply:

- A document that proves your professional standing (AHPRA or other professional body).
- The names and phone numbers of 3 referees (to validate your identity)
- Photographic ID (Driver's license or Passport)
- A photo of yourself looking helpful and smiling
- A small bio (less than 1024 characters) about yourself, so that potential clients/patients would be interested in booking in with you. It needs to be eye catching and pleasing.

As soon as we have these details from you we will be able to make your account active. You can send these through via email or fax to:

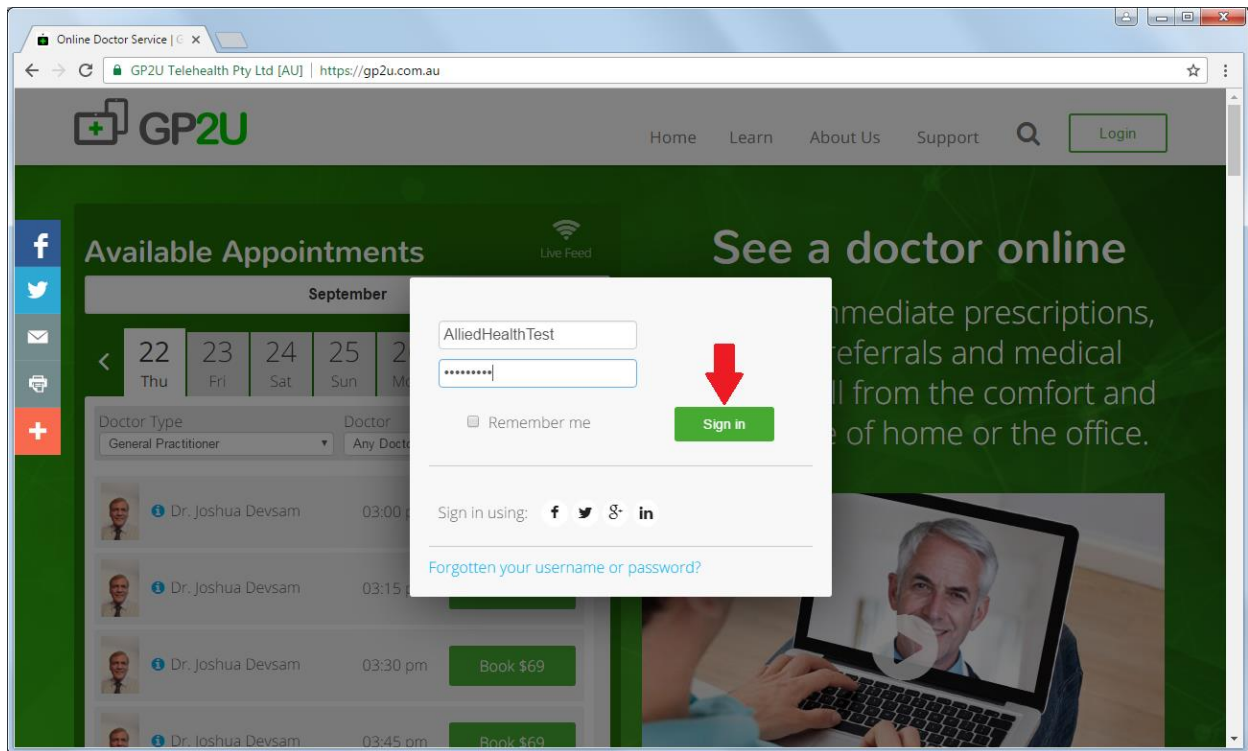
Email: [admin@gp2u.com.au](mailto:admin@gp2u.com.au)

FAX: 1800 472 832

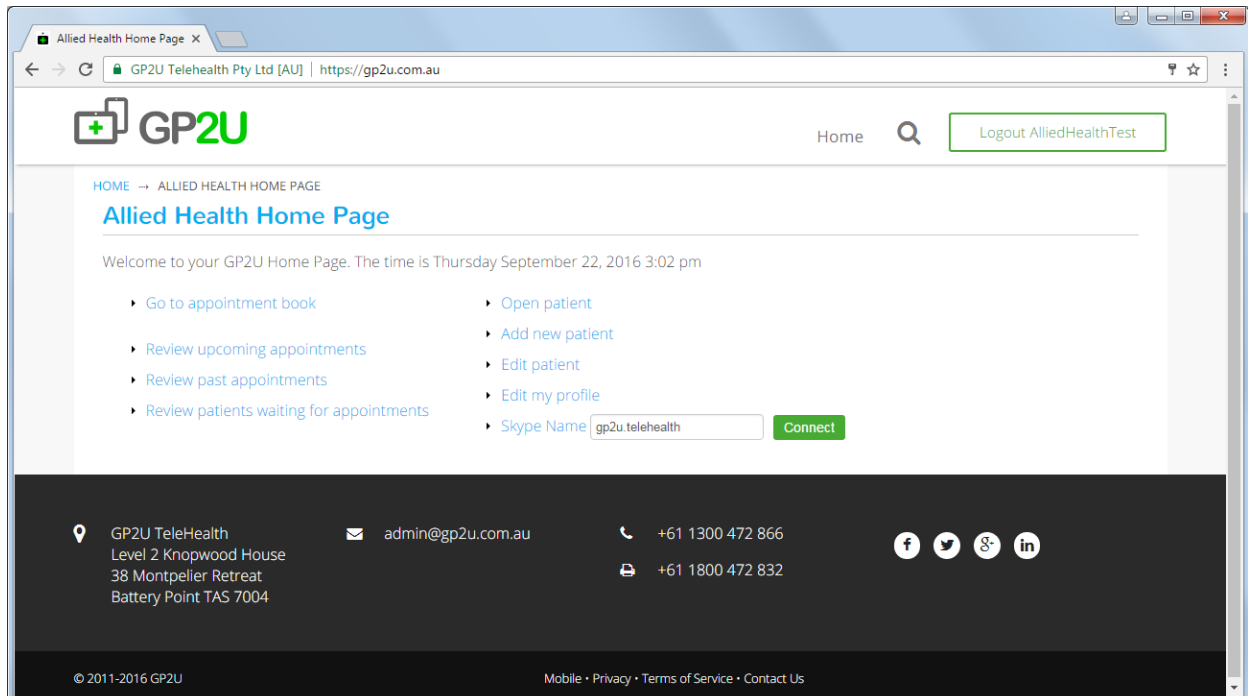
You will receive a welcome email as soon as your account is activated. Once your account is active you can login.

## LOGGING IN

Logging in from our home page – enter your username and password:



This brings you to your home page:



There is quite a lot to see here but it is all quite straightforward with each link doing what you'd expect it to do with no hidden menus.

Patient's log in exactly the same way but have a different home page, appropriate to their needs.

# SETTING UP GP2U IN YOUR PRACTICE

## INTERNET

It will not be possible to have video consultations unless you have adequate Internet connectivity, so before going any further please go to:

[https://gp2u.com.au/how\\_to/test\\_my\\_internet\\_speed.html](https://gp2u.com.au/how_to/test_my_internet_speed.html)

The screenshot shows the GP2U website interface. At the top left is the GP2U logo. To the right are links for 'Home', a search icon, and a 'Logout mrjohndoe' button. Below the navigation is a breadcrumb trail: 'HOME → HOW TO → HOW TO TEST INTERNET SPEED'. The main heading is 'How To Test Internet Speed'. The article text discusses the importance of internet speed for video conferencing, mentioning a 'magic number' of > 384 kb/s and the role of ADSL. It lists two speed testers: Speedof.me and SpeedTest.net. The footer of the article provides contact information for GP2U TeleHealth, including an address, email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832), along with social media icons for Facebook, Twitter, Google+, and LinkedIn.

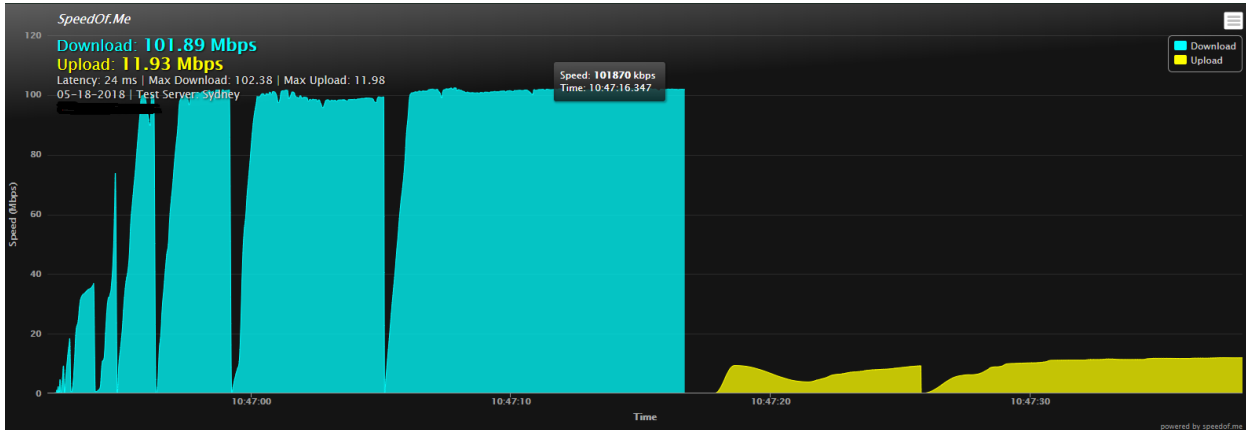
When it comes to video conferencing the primary determinant of picture and sound quality is the capacity of the "pipe" that joins the two sites. A commonly quoted magic number is a capacity of > 384 kb/s (kilobits per second) in each direction, with more being better. So, if you have a 2 Mb/s (Megabits per second) ADSL line you should be right? Right? Perhaps.

ADSL stands for Asymmetric Digital Subscriber Line. The asymmetry refers to the fact that the download speed is much faster than the upload speed. Most of the time this does not matter as we do a lot more downloading than uploading, however for video conferencing upload speed is critical, because it is upload speed that determines how good the picture will be at the other end of the connection.

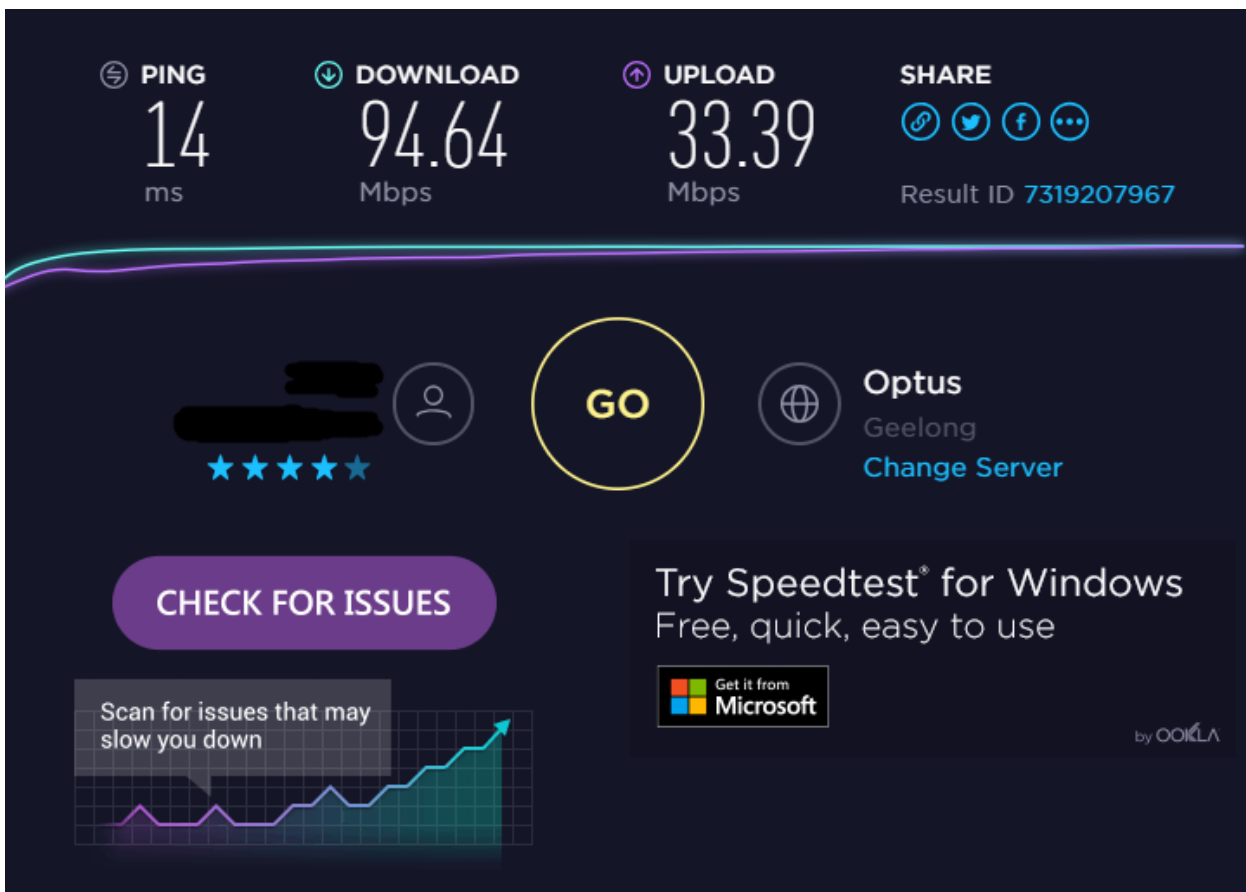
You need an upload speed of ~400 kbps (0.4 Mbps) for good video conferencing. More is better.

Here are some examples of the Speed Test.

This is what the speed test using speedof.me would say if you were on NBN, depending on your contract and service provider:



This is what the speed test using speedtest.net would say if you were on NBN, depending on your contract and service provider:



## COMPUTER

Virtually any modern computer available will be adequate. We need the following components.

- A modern computer or smart device should be satisfactory.
- Laptops work well.
- Net books do not work well.

## CAMERA

- We have found the top of the range Logitech Webcams work better than the Microsoft equivalents.
- Cheaper laptops have poor quality cameras.

## MICROPHONE

- Microphones are typically integrated with Webcams. The main reason to buy a top end Webcam is to get a good microphone.
- Cheaper laptops have poor quality microphones.

## SPEAKERS

- Virtually any set of external speakers will do.
- Cheaper laptops have poor quality speakers.

## CONNECTION TO INTERNET

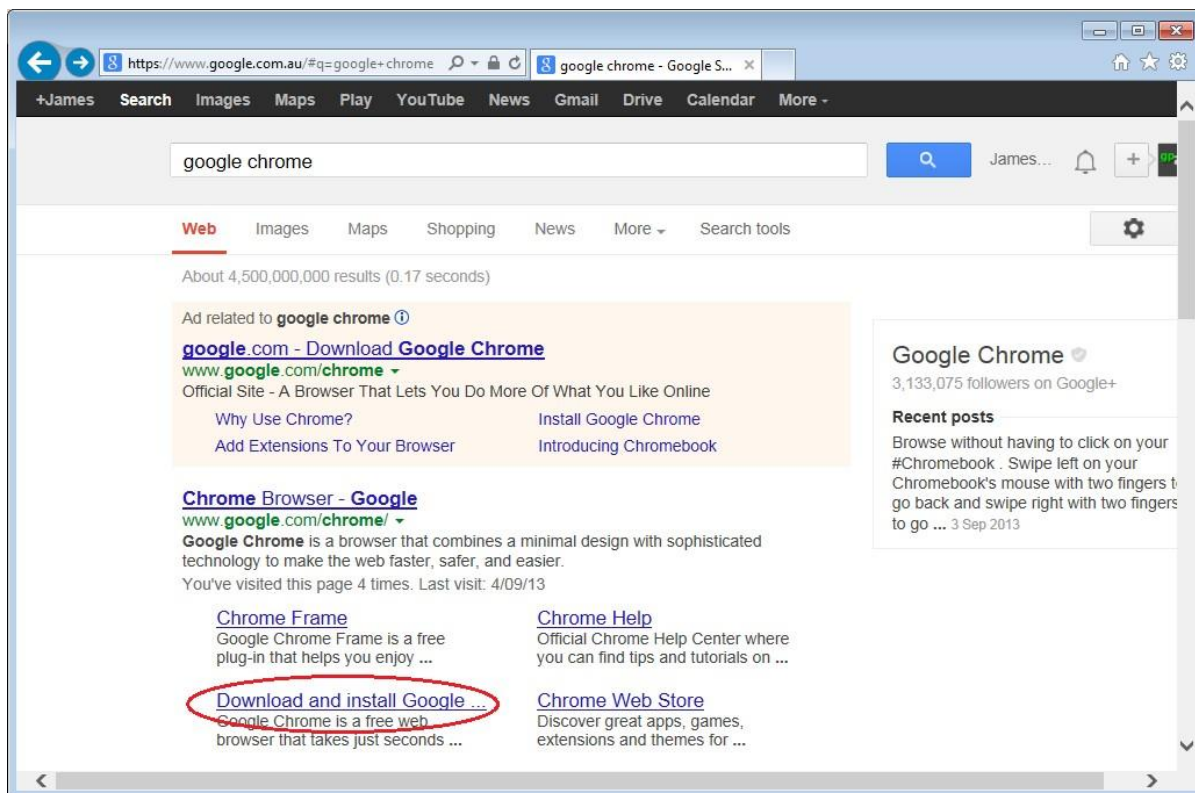
- Your computer needs to be able to access your Internet connectivity adequately.
- Cables, Wireless, USB and 4G are all typically good enough.

## DOWNLOAD AND INSTALL GOOGLE CHROME

Once you have established you've adequate Internet connectivity and sourced a suitable computer, we need to make it easy to video conference. Google Chrome is Google's free web browser. As well as being faster and more reliable than Internet Explorer, it comes complete with inbuilt WebRTC based video conferencing.

While we do support Skype, WebRTC is a very convenient option for patients as all they need to do is go to our site, login and go to the virtual waiting room and everything is automatically setup for them.

Chrome is easy to find:



Just follow the prompts and Chrome will be installed in no time.

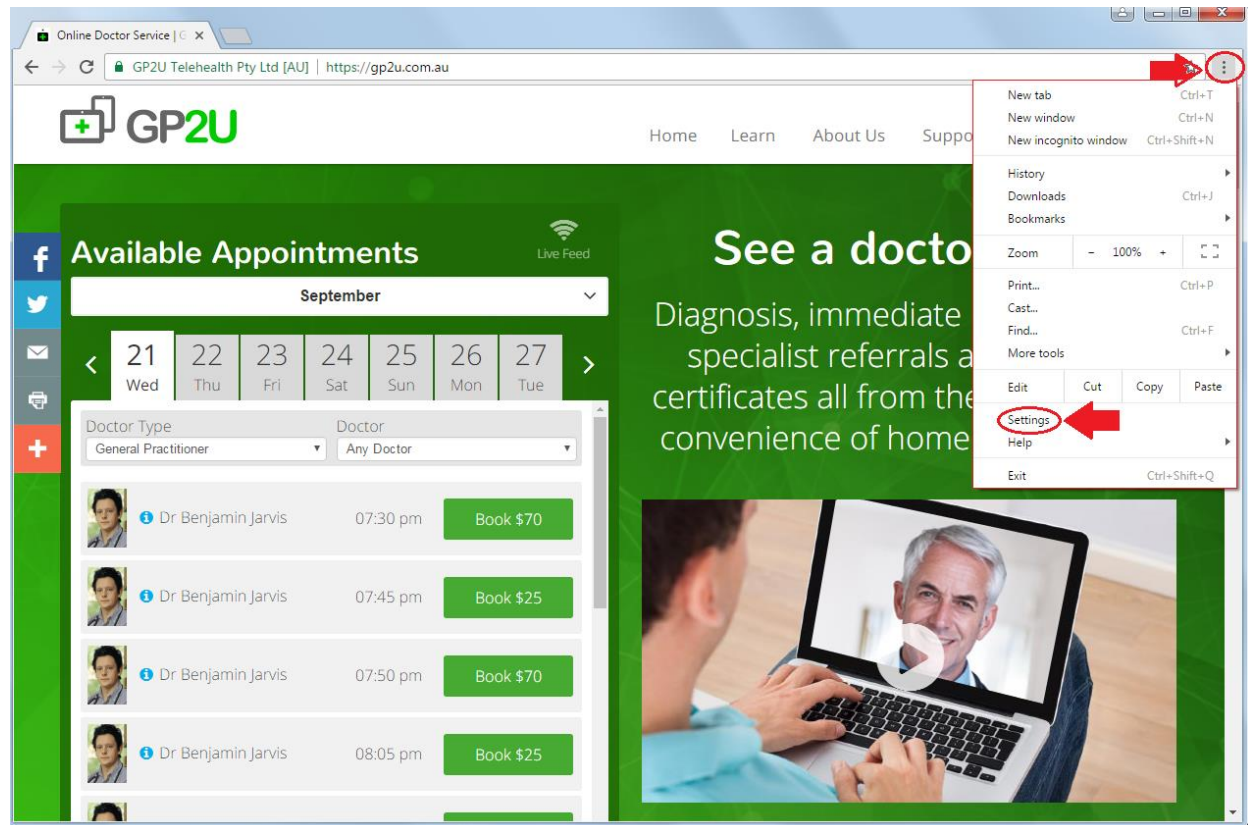
## SET GP2U AS THE HOME PAGE IN Google Chrome

To make things as robust and reliable as possible it works well to set up GP2U as the home page in Google Chrome. That way all you have to do is open Chrome and things will be ready.

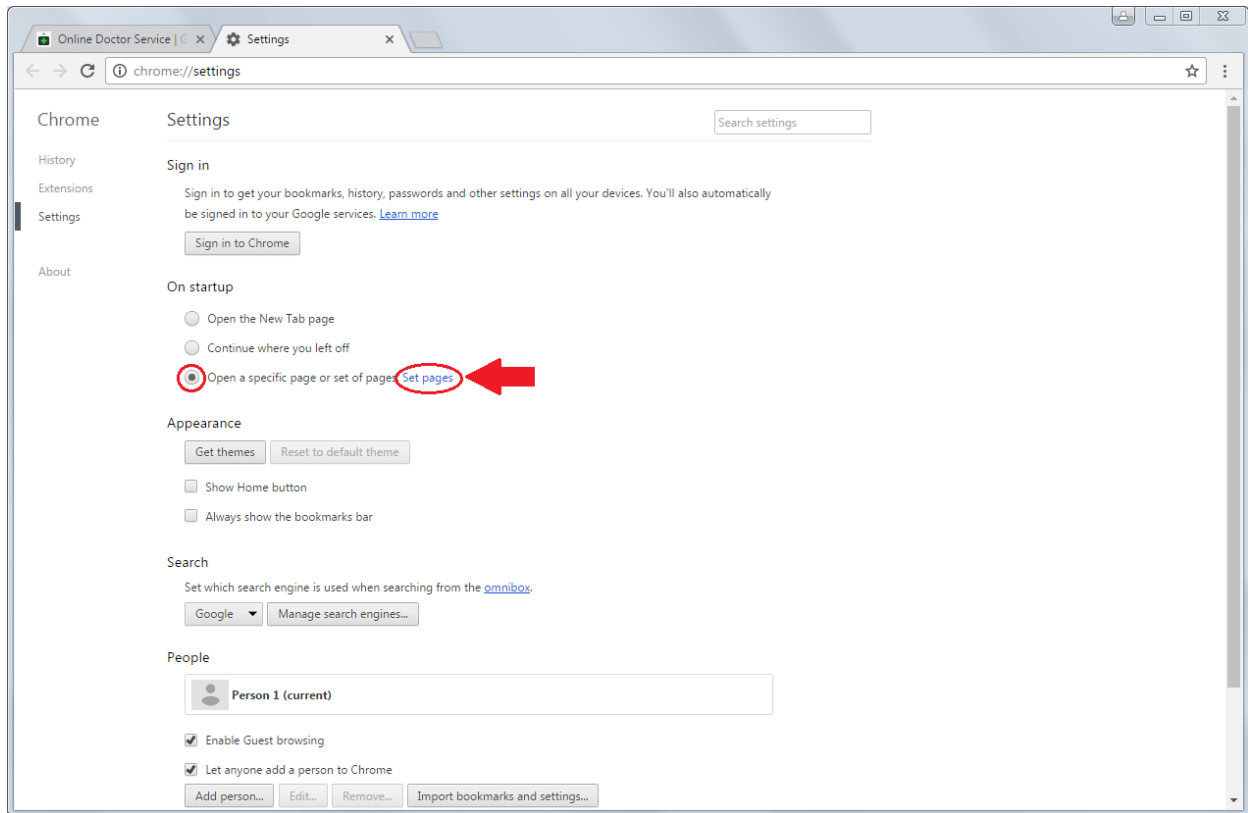
First browse to <https://gp2u.com.au>. Just type in gp2u.com into Chrome and our site will appear.

Now let's set this as the home page.

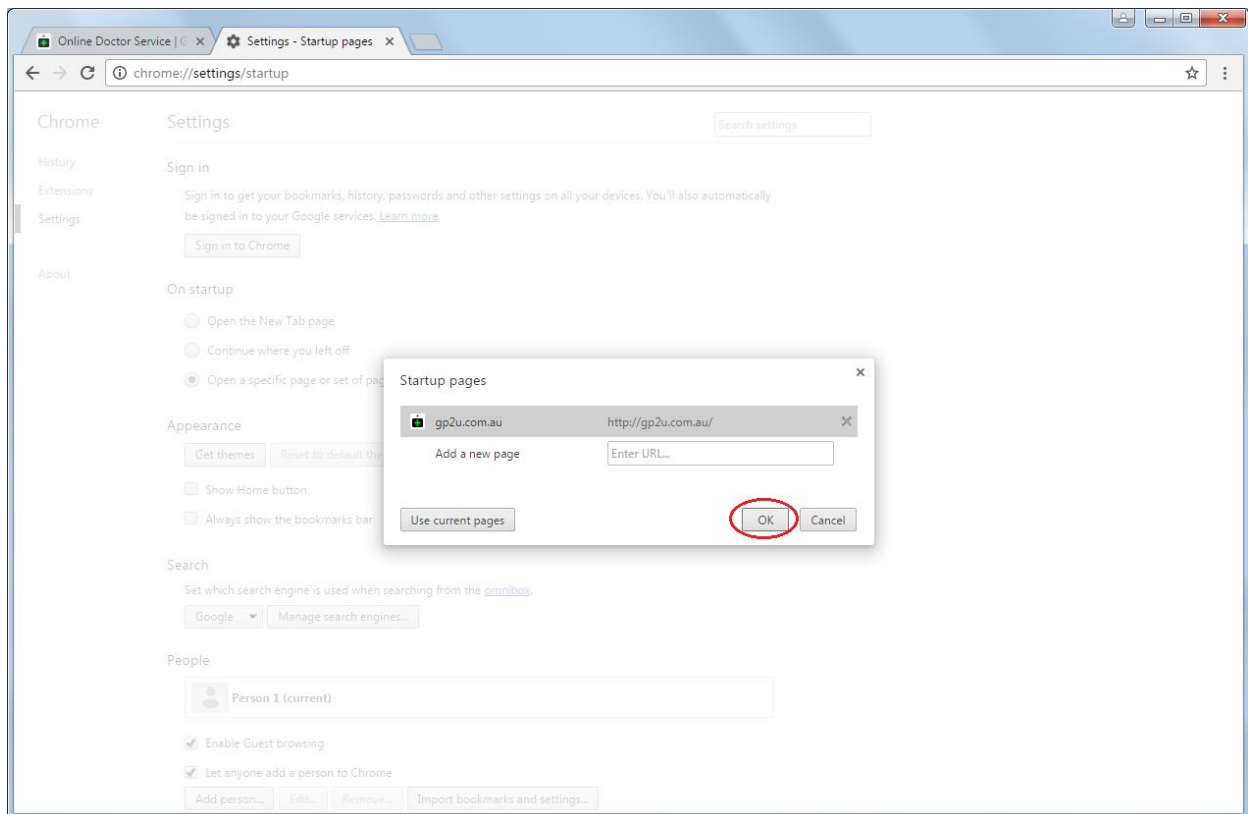
- First, click on the 3 horizontal lines near the top right.
- This brings up a menu. In this menu click on the settings link as shown below



Now click the radio button next to “Open a specific page or set of pages” then click the “Set pages” link

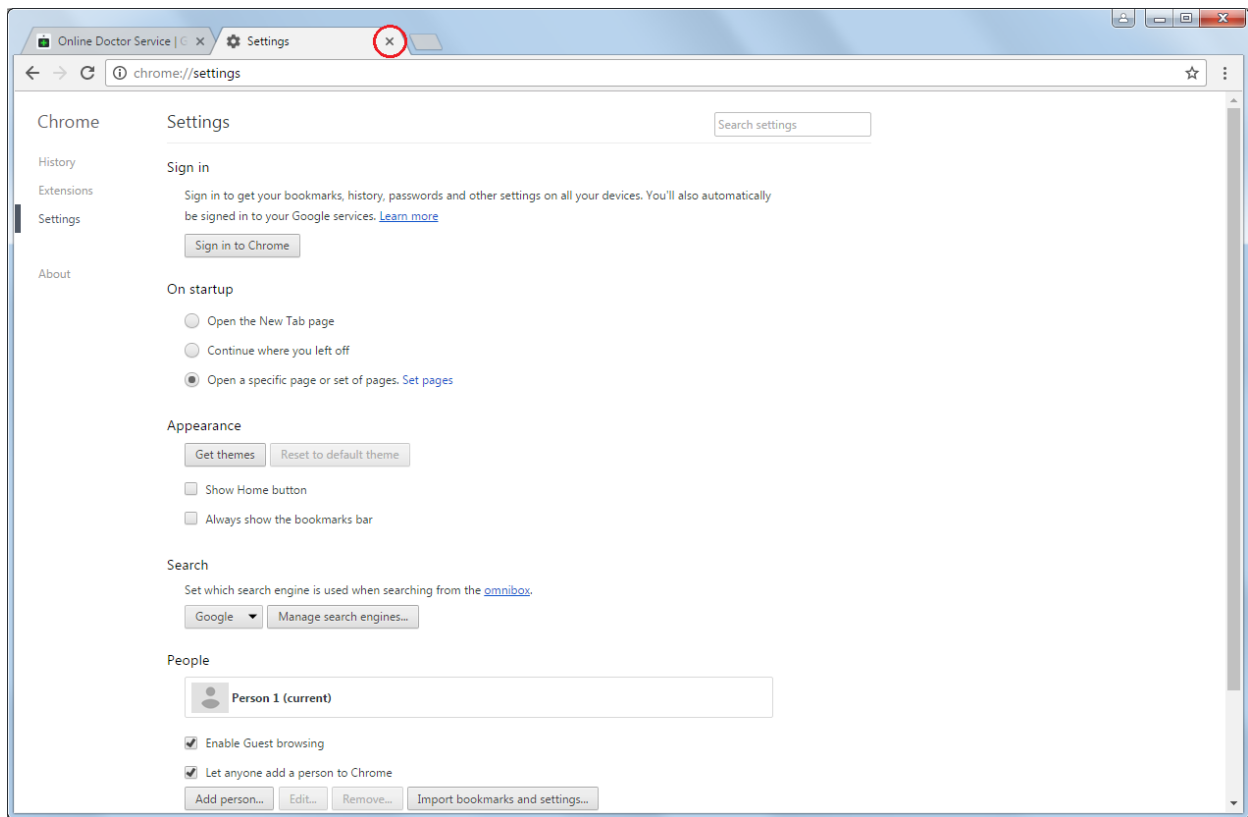


Which will bring you to this page:



Click OK and then close the settings tab by clicking on the “X” as shown:



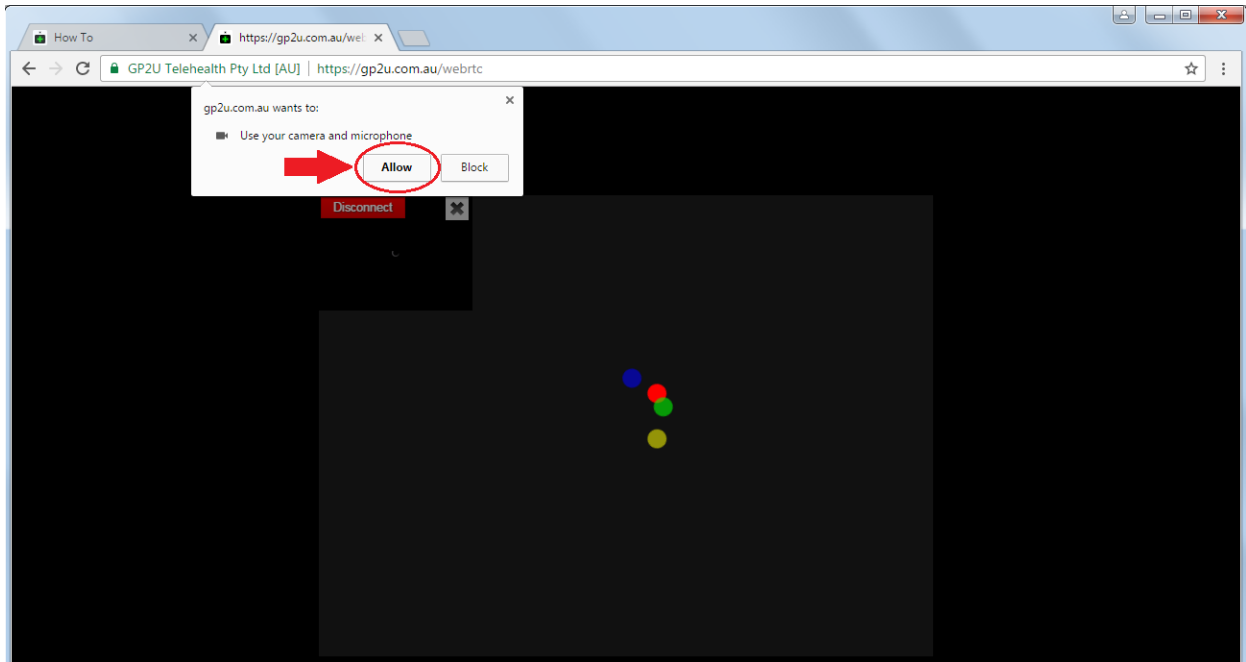


Now you can close Chrome down. When you open it again it will automatically open on the GP2U page.

## TEST VIDEO CONFERENCE

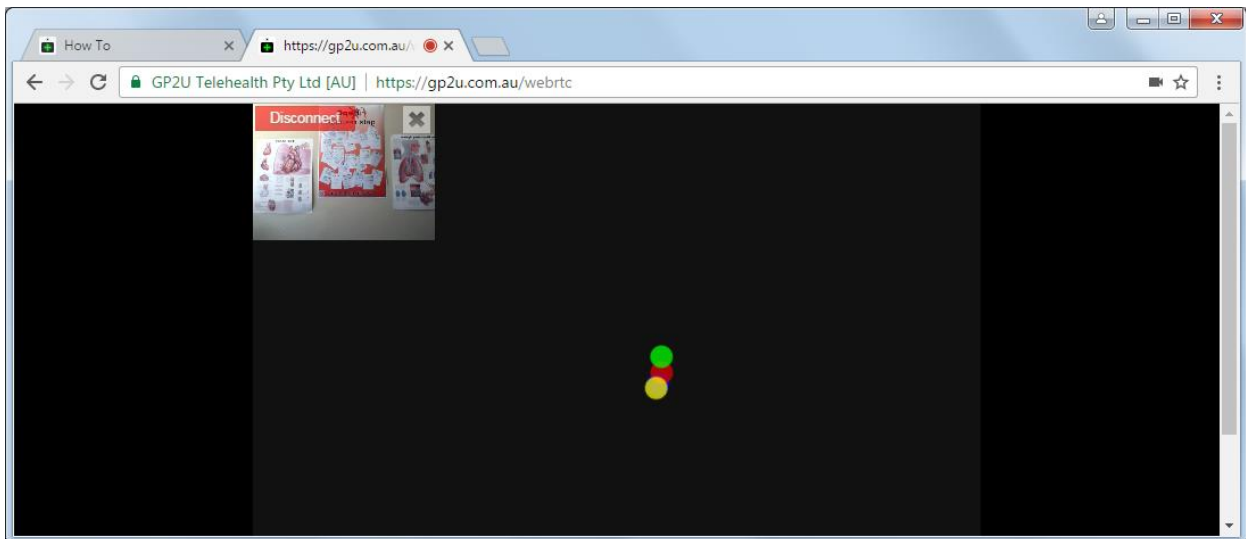
Once you have things set up please give us a quick call and go to this page <https://gp2u.com.au/webrtc>

There is a once off requirement to allow GP2U to use your camera and microphone. Please click the “Allow” button as shown below:

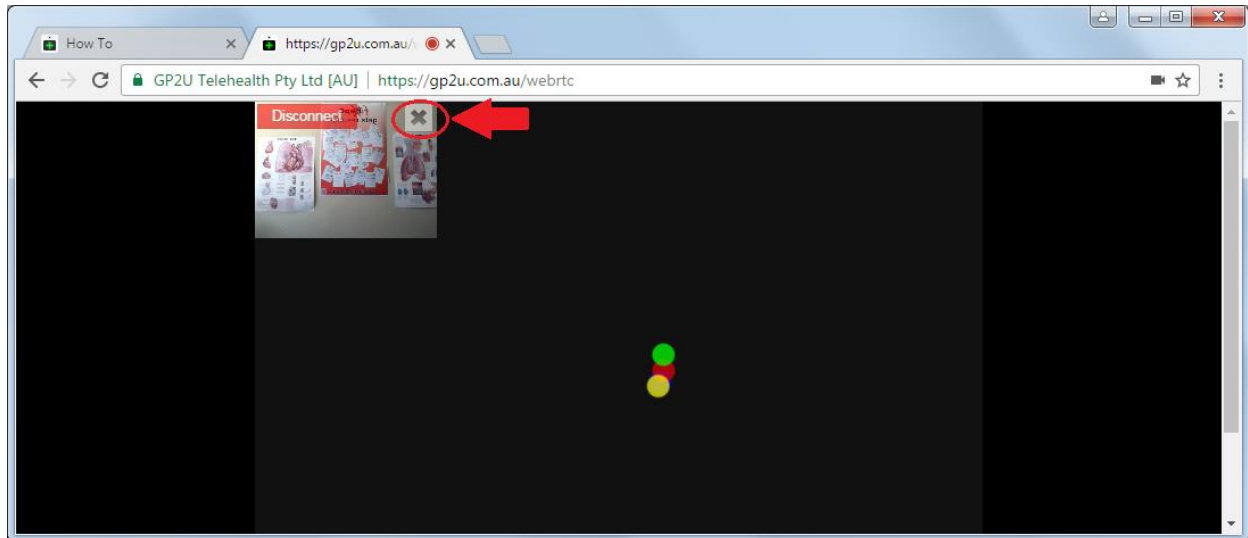


Please note that patients will also have to click this “Allow” button the first time they use the system.

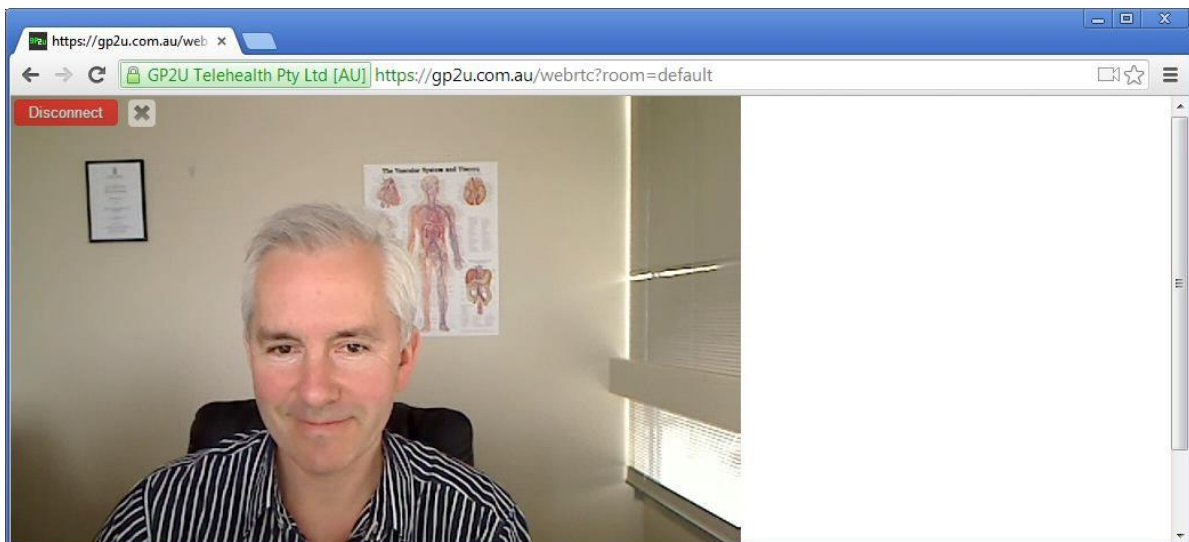
Once you have clicked “Allow” you will see a picture of you in the top left corner:



You can hide your picture using the “X” button next to “Disconnect” if you don’t want to see what you look like.



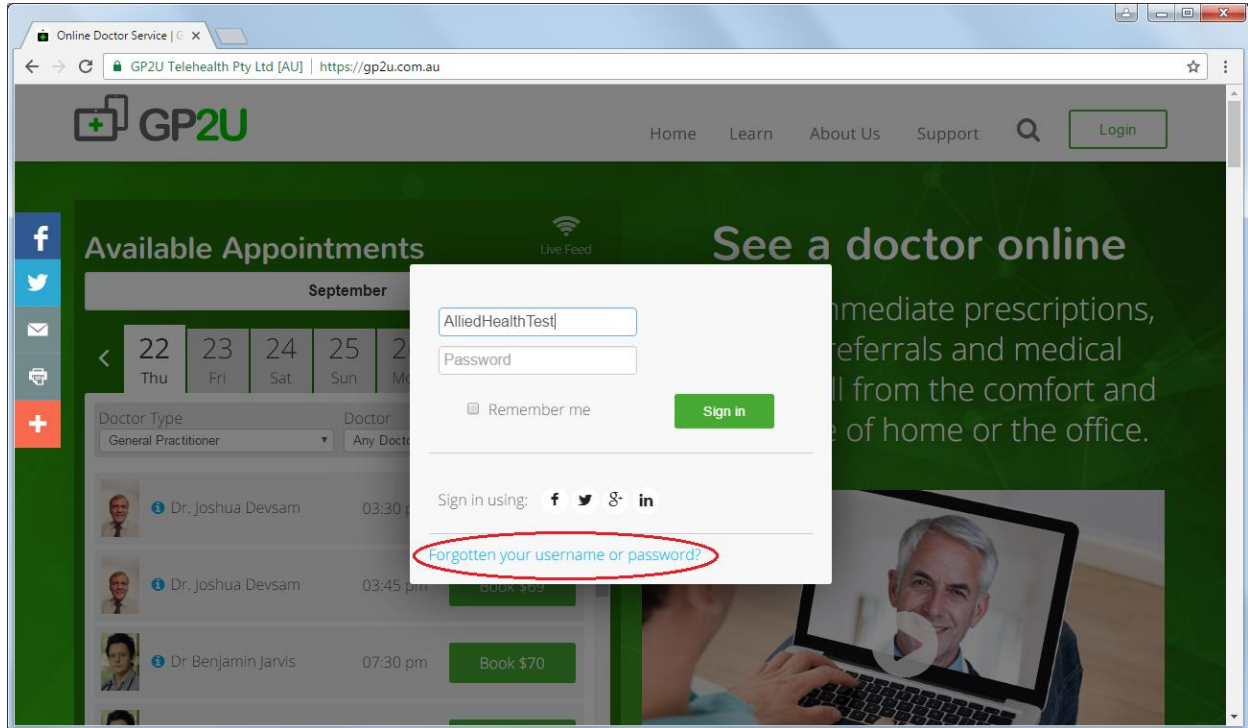
Now simply give us a call on 1300 472 866 and we will connect to the other end so you can see things in action.



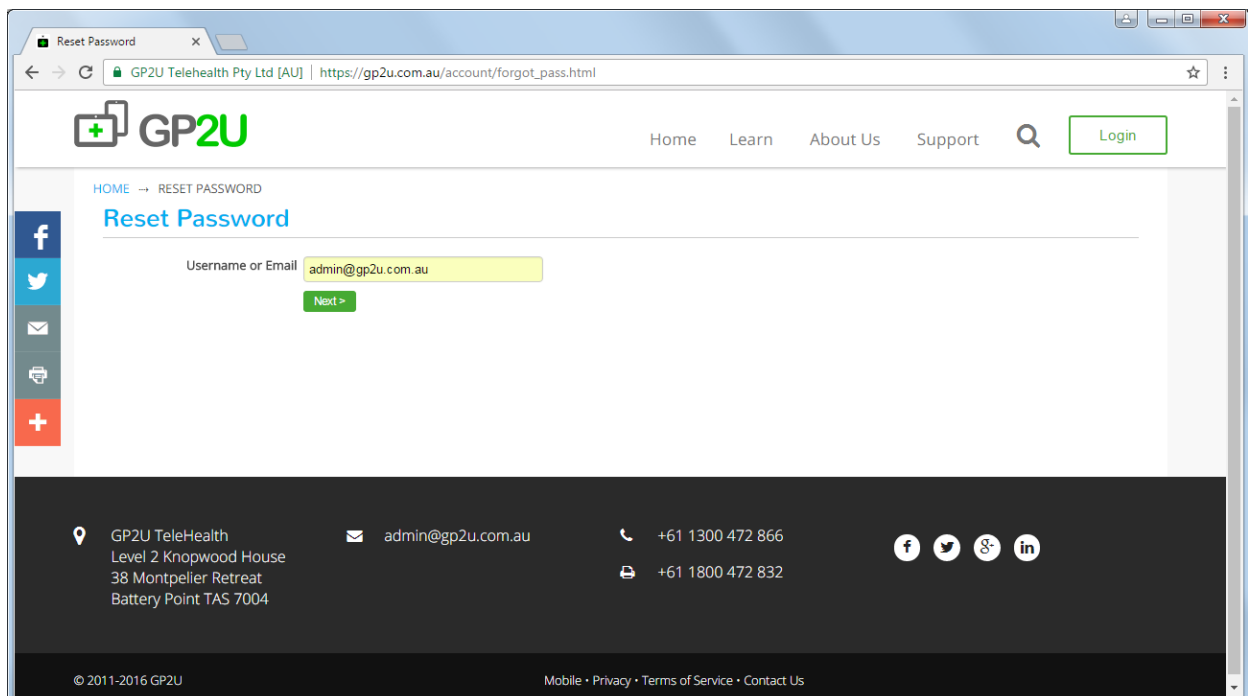
## FORGOTTEN YOUR PASSWORD?

If you forget your password simply click on the “Forgotten your password?” link on your home page, just below the username/password fields. This will send an email to your registered email address that lets you reset your password.

If for some reason you can't access that email and are having trouble just give us a call on 1300 472 866.

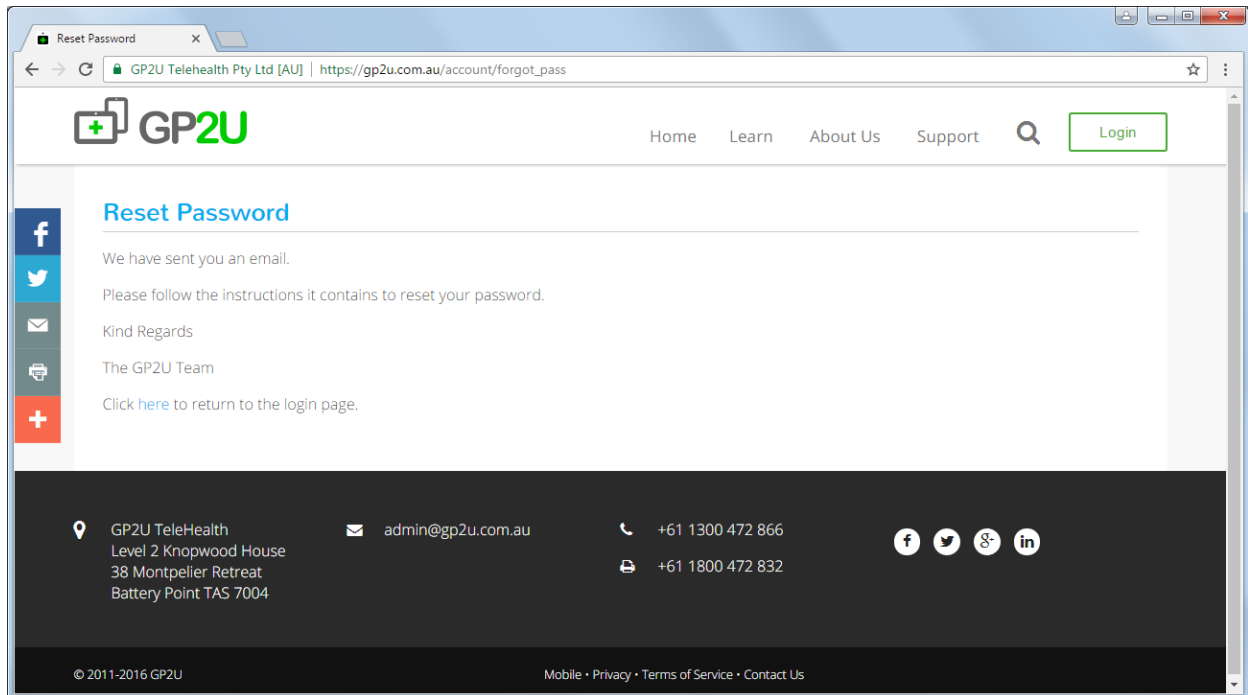


This will bring up a small screen for resetting your password, so just enter a Username or Email and click “Next”:

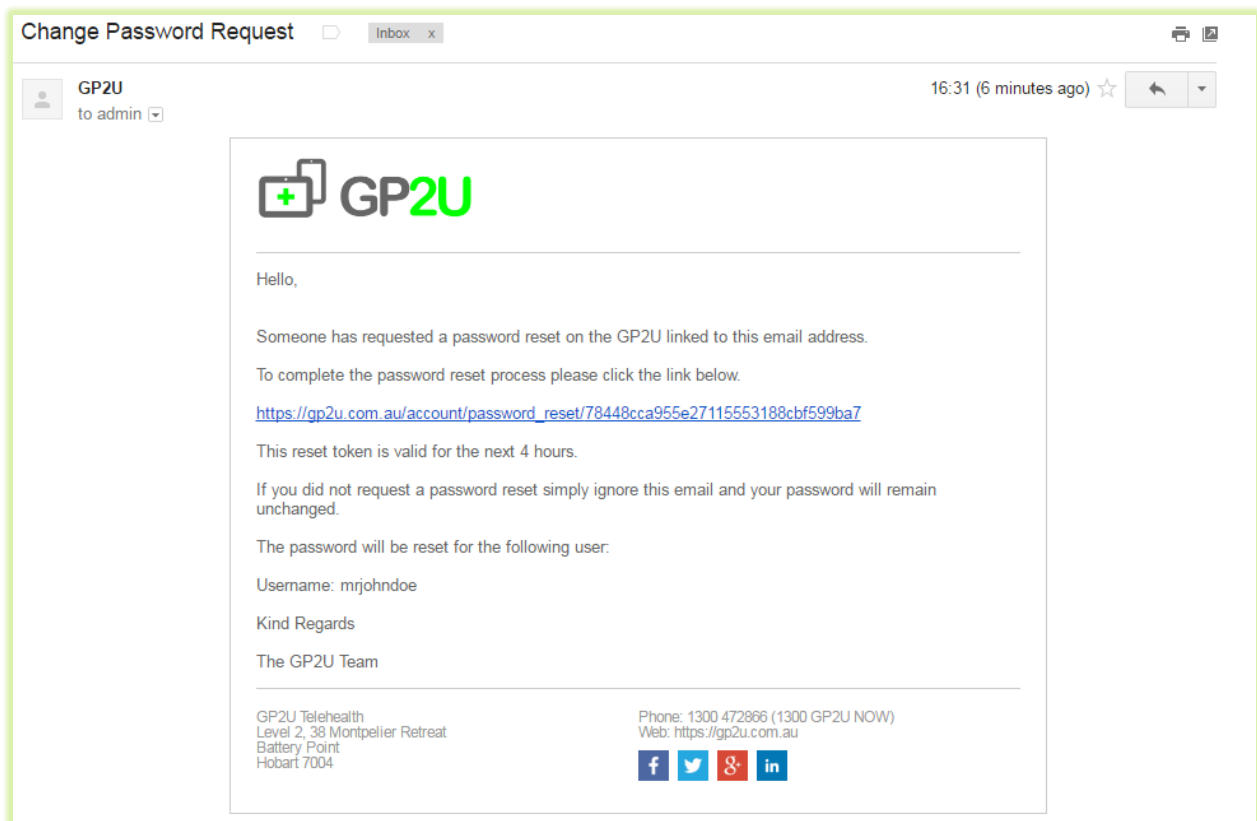


And this will send an email to your registered email address which allows you to reset your password.

You should receive a message that looks like this:



And an email that looks like this:

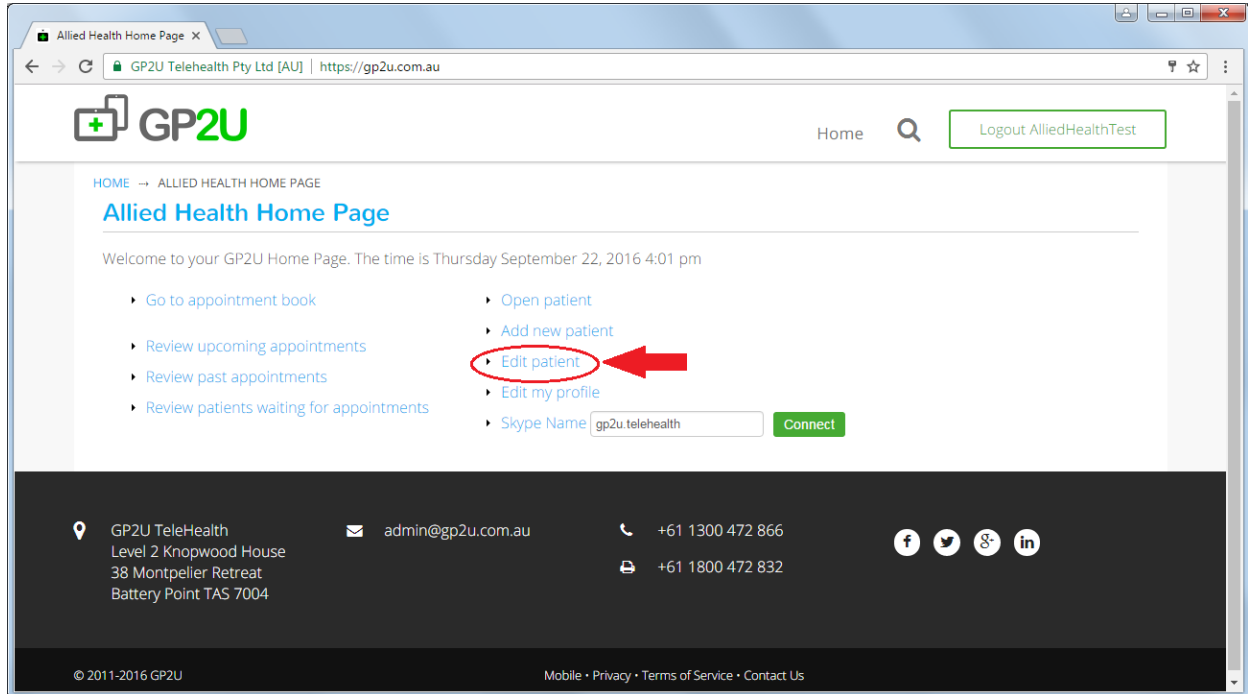


If for some reason you can't access that email and are having trouble just give us a call on 1300 472 866.

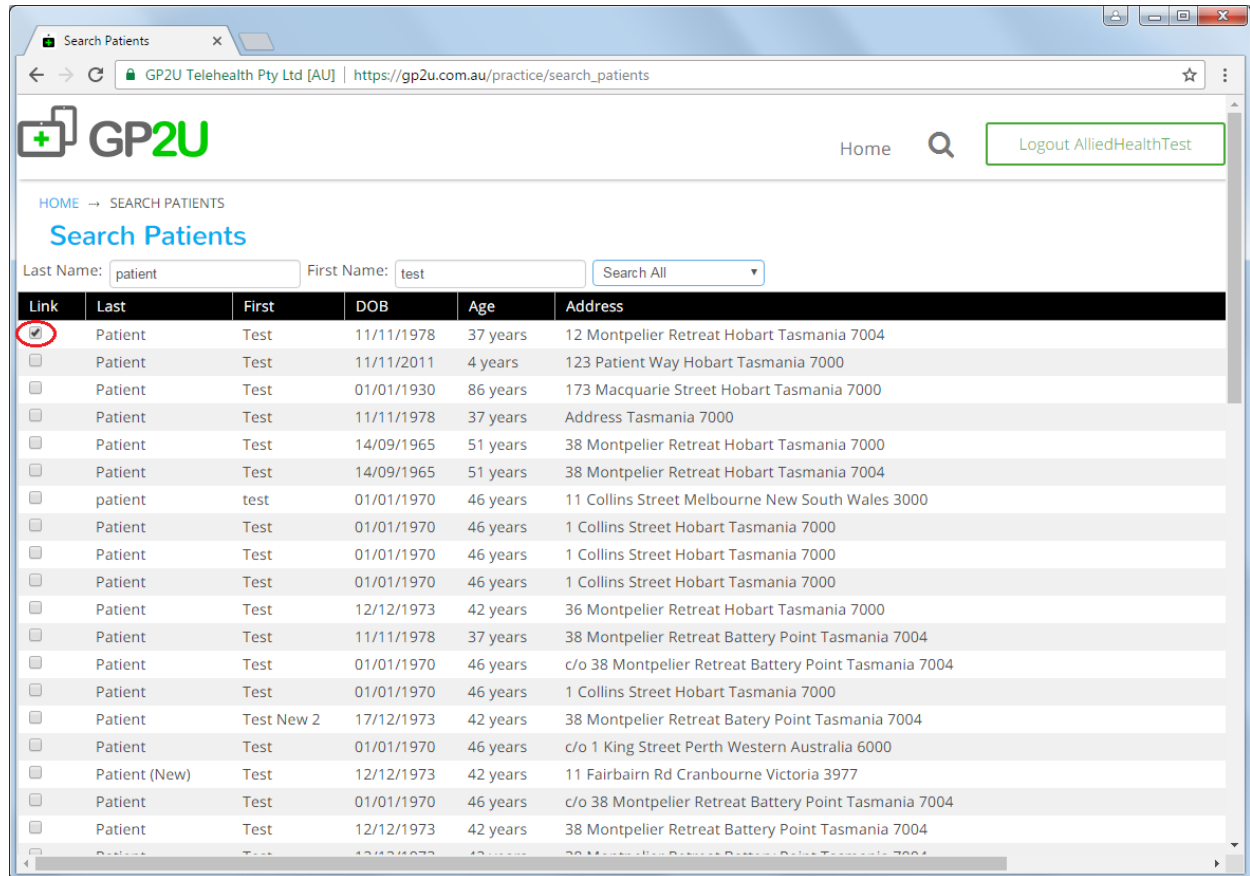
## EDIT PATIENTS

Patients who have forgotten their passwords can use the same reset password link process shown above.

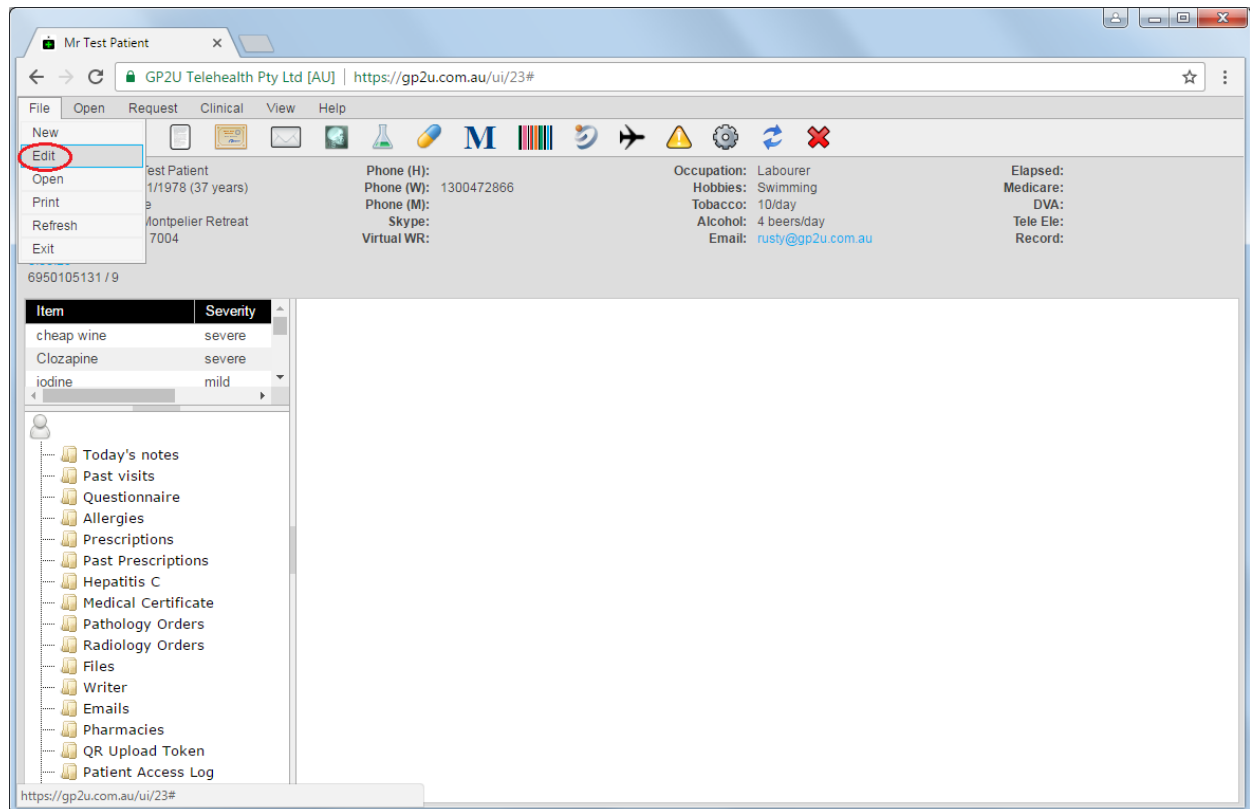
You can also reset their passwords for them should the need arise. From your home page click the “Edit patient” link:



This will bring up the patient’s search screen. Type in part of the patient’s name and select the patient by clicking on their name, you can also link the patient to you by selecting the “Link” tick box:



Click on “File” then on “Edit”



Then scroll down to the bottom of the page and click “Update”. Note that if you update a patient’s details and do not enter a password their password will remain unchanged.

The screenshot shows a web browser window with the URL <https://gp2u.com.au/ui/23#>. The page displays a patient profile for 'Mr Test Patient' with the following details:

- Name: Mr Test Patient
- DOB: 11/11/1978 (3)
- Sex: Male
- Address: 12 Montpelier TAS 7004
- ID: 03 03 6950105131 / 9

The 'Edit' form includes the following fields and options:

- Title: Mr (Optional)
- First Name: Test (Optional)
- Middle Name(s): (Optional)
- Last Name: Patient (Optional)
- Salutation: Dear Mr Test Patient (Optional)
- Username: testpatient (Optional)
- Password: (Optional)
- Email Address: rusty@gp2u.com.au (Please repeat email address)
- Address (1): 12 Montpelier Retreat (Optional)
- Address (2): (Optional)
- Locality: Hobart (Optional)
- Postcode: 7004 (Optional)
- State: Tasmania (Australia Only)
- Country: Australia (Australia Only)
- Time Zone: Hobart [GMT+10.0] (Optional)
- Phone (Work): 1300472866 (At least one work, home or mobile phone is required.)
- Phone (Home): (Optional)
- Phone (Mobile): (Optional)
- Skype Name: (Optional)
- Videoconference IP: (Optional)
- Date of Birth: 11/11/1978 (Any format DD/MM/YYYY, 1st Jan 1980, etc)
- Gender: Male (Optional)
- Medicare Card Number: 6950105131 (Optional)
- Individual's Ref Number: 9 (Optional)
- DVA Number: (DVA Only)

At the bottom of the form, there are two checkboxes:

- I do not have a Medicare or DVA card
- I have read and agree to the [Terms of Service](#) and [Privacy Policy](#).

The 'Update' button is circled in red, and a red arrow points to it.

Select “Update” when you are done and head back to the [gp2u.com.au](https://gp2u.com.au) home page.



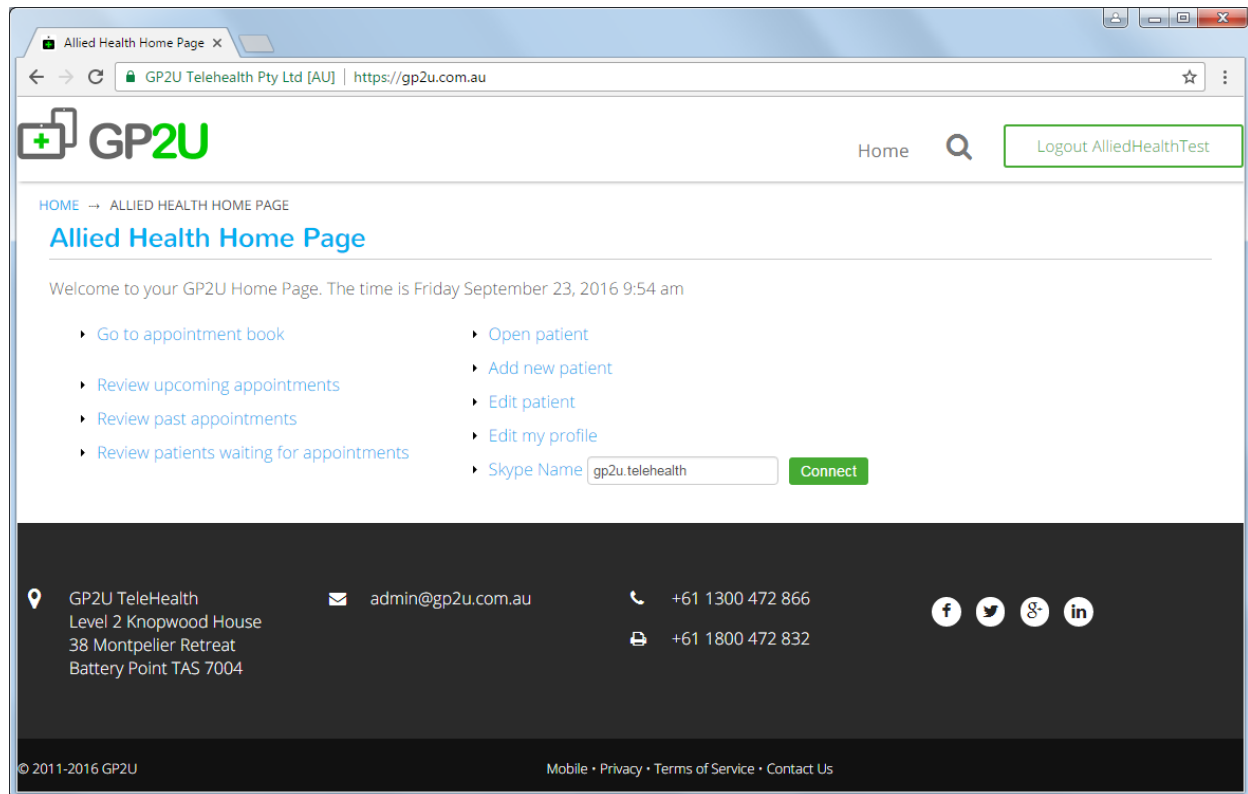
## OUR FEES

We run the direct patient to GP Telehealth service and we provide all the support provided by a brick and mortar practice as well as IT support.

Our contracts do not have a lock in period so you are free to give the service a try and see if it works for you.

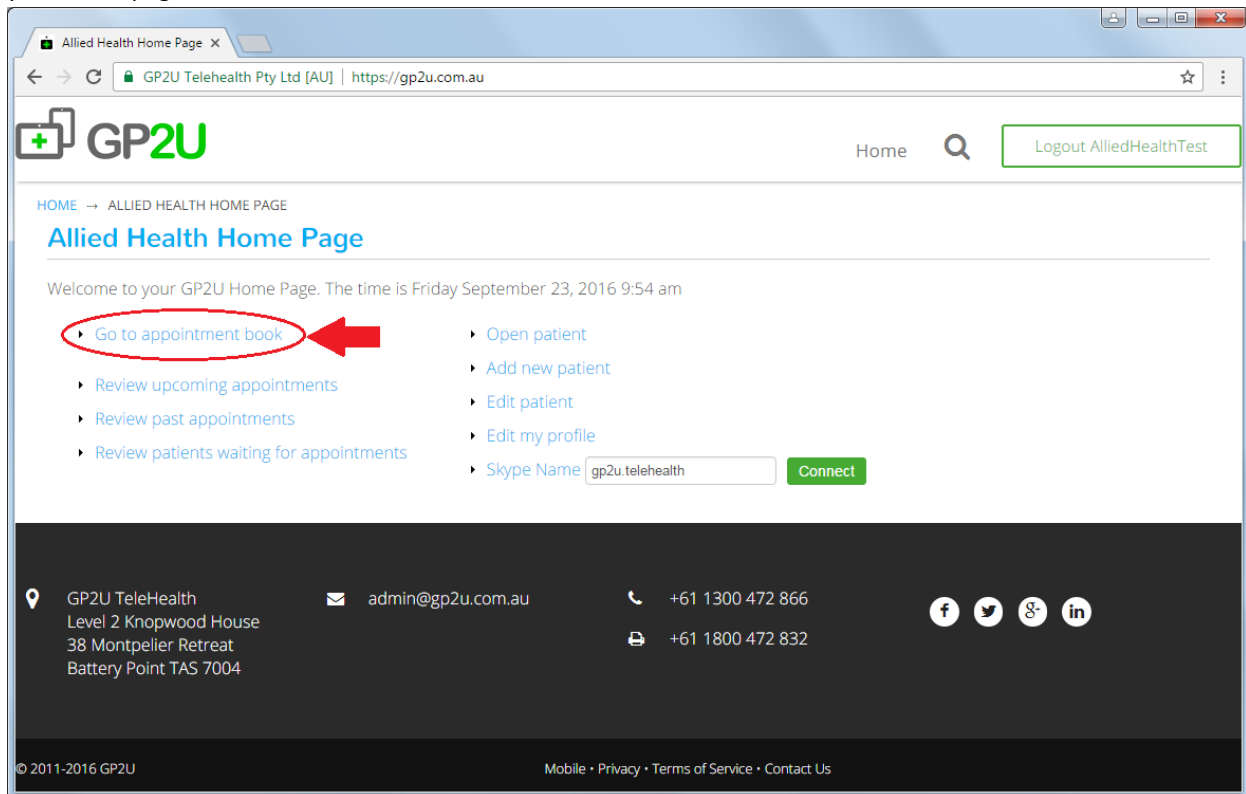
## HOME PAGE LINKS

On your home page you will see a number of links. Let's walk through them one by one.....



## GO TO APPOINTMENT BOOK

The appointment book forms the center of the direct patient to Allied Health Telehealth service. You get to it from your home page:



Click on this link to bring up the appointment book. As you would expect, it opens on today's date and there are no appointments found.

Appointment List

GP2U Telehealth Pty Ltd [AU] | https://gp2u.com.au/specialist/appointment

GP2U Home Logout AlliedHealthTest

HOME → APPOINTMENT LIST

## Appointment List for Friday 23rd September 2016

Sep 2016						
Mo	Tu	We	Th	Fr	Sa	Su
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Go to Today

Date:

Duration:

Time:

Category:

[Add Appointment](#)

[Help](#) [Refresh](#)

No appointments found

GP2U TeleHealth  
Level 2 Knopwood House  
38 Montpelier Retreat  
Battery Point TAS 7004

admin@gp2u.com.au

+61 1300 472 866  
+61 1800 472 832

Facebook Twitter Google+ LinkedIn

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Now let's create some appointments.

For testing just put in (say) 9-10 for the time and click the "Add Appointment" button:

Appointment List

GP2U Telehealth Pty Ltd [AU] | https://gp2u.com.au/specialist/appointment

Home

HOME → APPOINTMENT LIST

### Appointment List for Friday 23rd September 2016

Mo	Tu	We	Th	Fr	Sa	Su
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9


[Go to Today](#)

Date:

Duration:

Time:

Category:



[Help](#) [Refresh](#)

No appointments found

GP2U TeleHealth  
Level 2 Knopwood House  
38 Montpelier Retreat  
Battery Point TAS 7004

admin@gp2u.com.au +61 1300 472 866  
+61 1800 472 832

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As you can see this has created 4 appointments. This is because we left the default duration at 15 minutes.

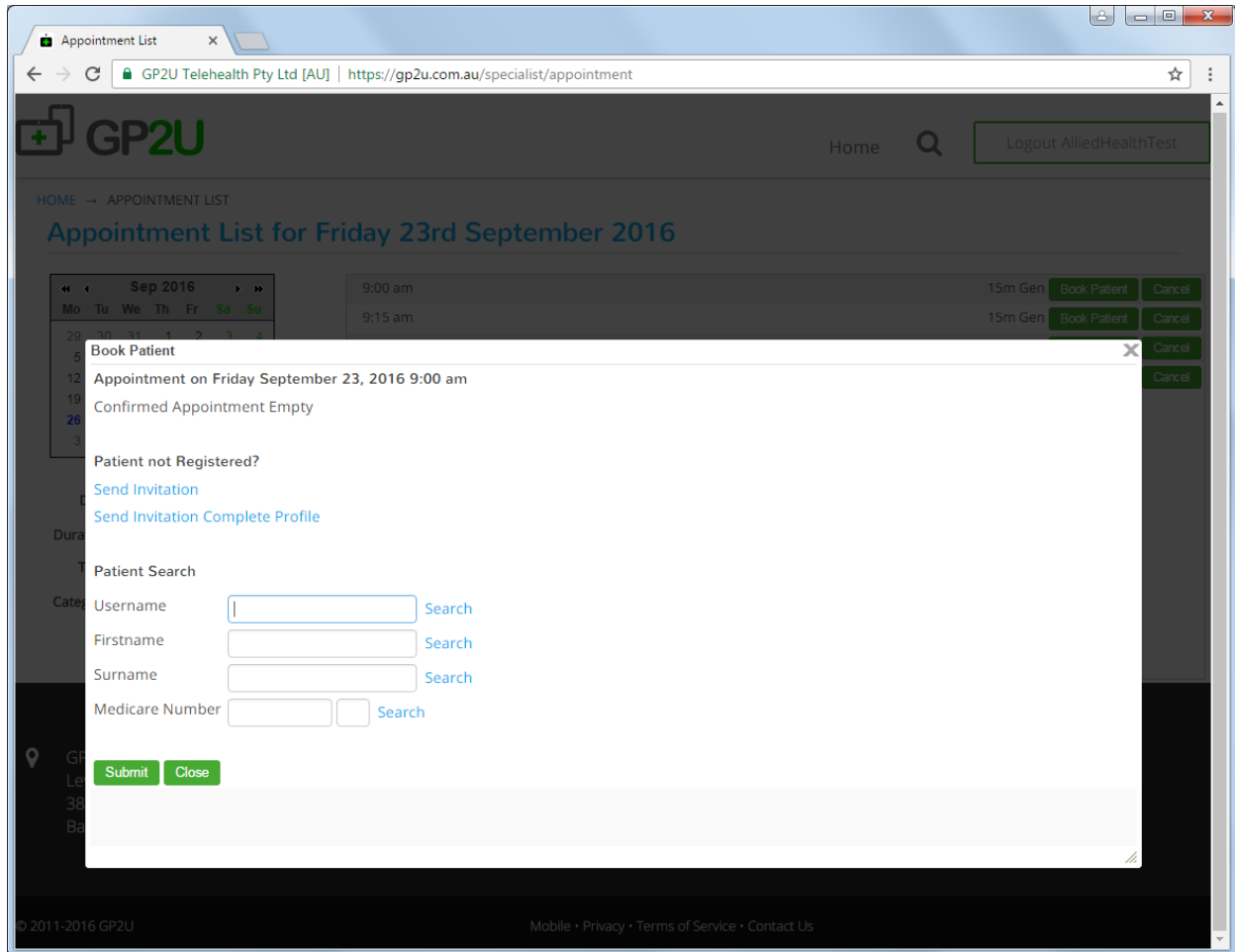
The screenshot displays the 'Appointment List' page for GP2U Telehealth. The browser address bar shows the URL: <https://gp2u.com.au/specialist/appointment>. The page title is 'Appointment List for Friday 23rd September 2016'. On the left, there is a calendar for September 2016 with the 23rd highlighted. Below the calendar is a form to add appointments with fields for Date (23/9/2016), Duration (15), Time (9:00-10:00), and Category (General). An 'Add Appointment' button is present. On the right, a list of appointments is shown, with a red box highlighting the first four entries:

Time	Duration	Category	Action
9:00 am	15m	Gen	Book Patient Cancel
9:15 am	15m	Gen	Book Patient Cancel
9:30 am	15m	Gen	Book Patient Cancel
9:45 am	15m	Gen	Book Patient Cancel

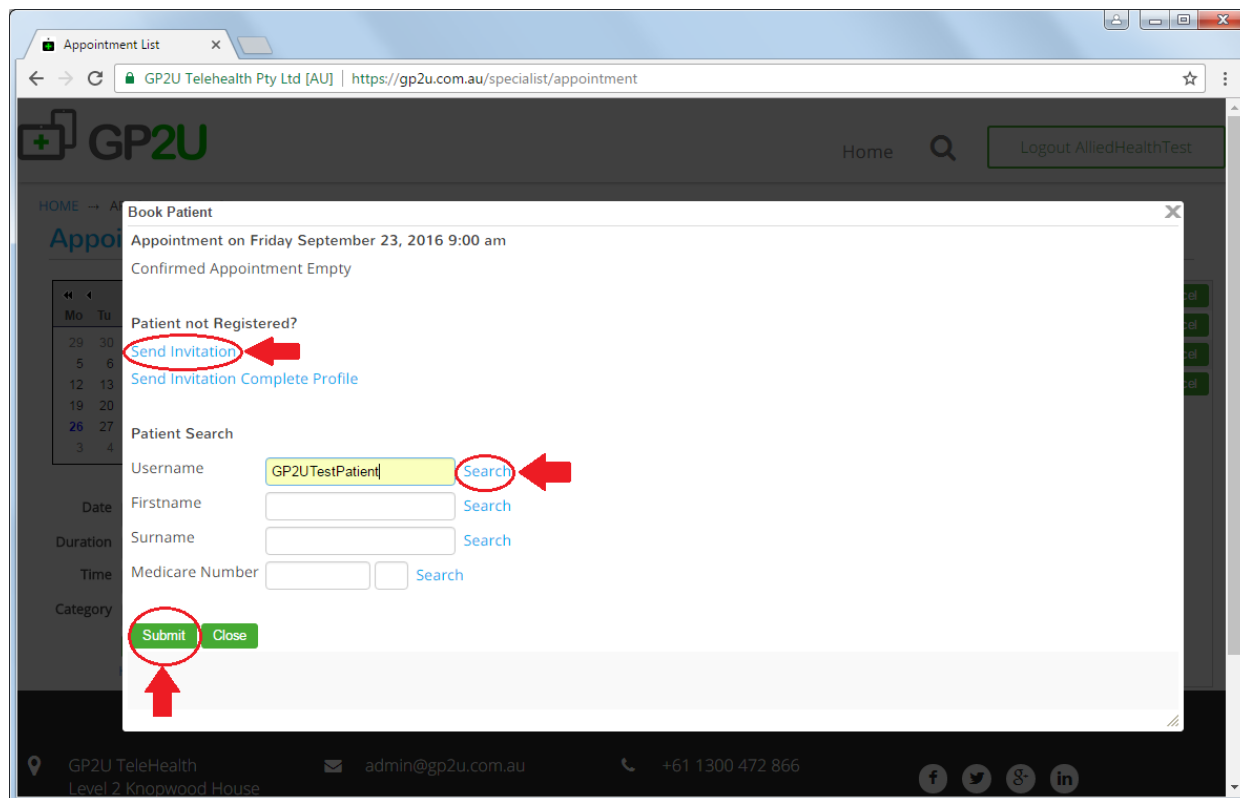
The footer contains contact information for GP2U TeleHealth, including the address (Level 2 Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004), email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present. The copyright notice is © 2011-2016 GP2U.

These appointments become instantly available for patients to book. Patients pay for their appointments at the time of booking so “no shows” are virtually non-existent.

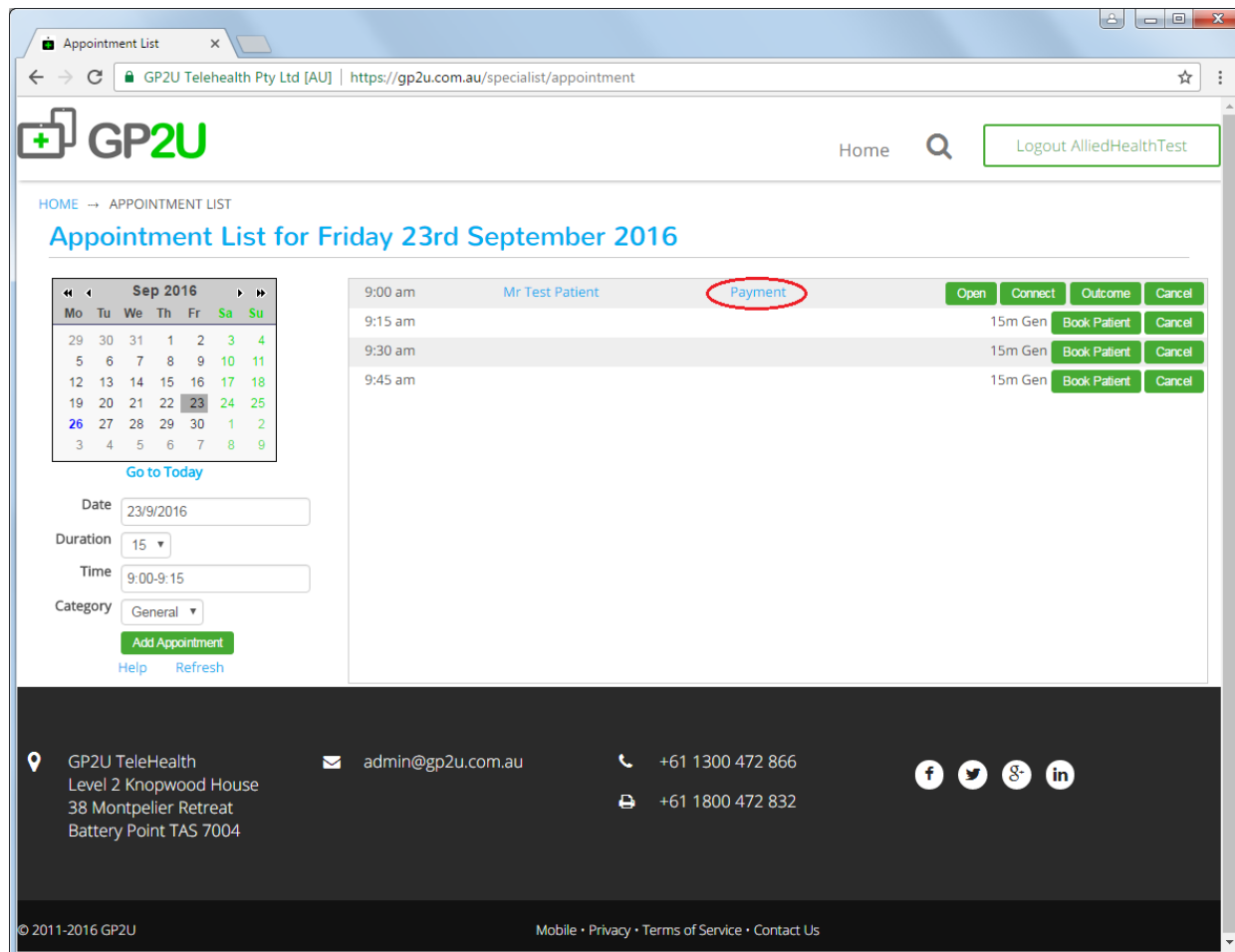
You can book in your own patients if you wish. Simply click the “Book Patient” button to bring up this screen:



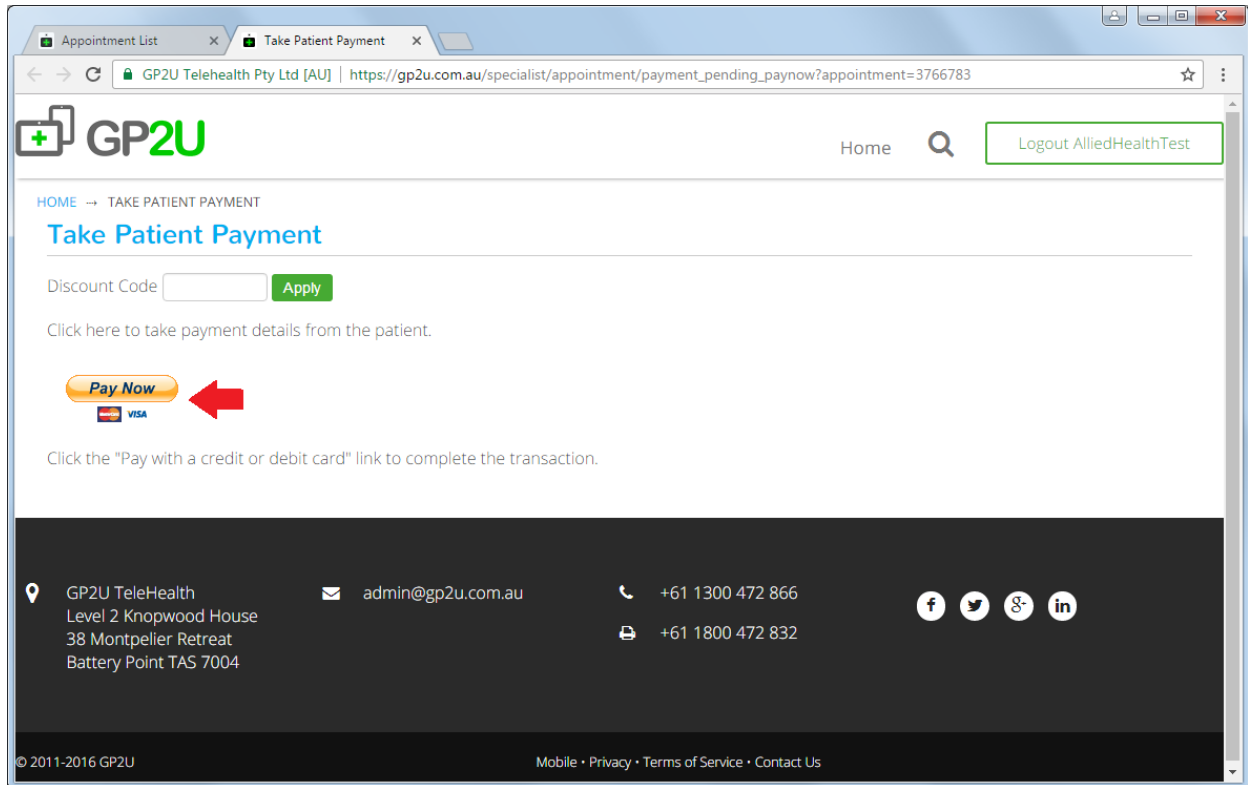
Patients can be added in the same way as you have seen previously by either the “Send Invitation” or “Patient Search” processes.



Here we have booked “Mr Test Patient”:



You will notice a "Payment" link. This is because the patient has not paid for this appointment. Clicking on this link brings up this page:





This allows you to take payment by credit card via PayPal:

Appointment List x PayPal Checkout - Log In x

PayPal, Inc. [US] | https://www.paypal.com/webapps/hermes?token=2X5753844N219461X&useraction=commit&xclick\_params=JT12QXV0b1JldHVybiUzRHRYd ☆

**GP2U**

**PayPal** 🛒 \$70.00 AUD

### Pay with PayPal

When you shop with PayPal, your eligible purchases may be safeguarded by [PayPal's Buyer Protection](#).

Email address

Password

Remember me. ?

**Log In**

[Having trouble logging in?](#)

or

**Pay With Credit or Debit Card**

**New. Faster. Easier.**

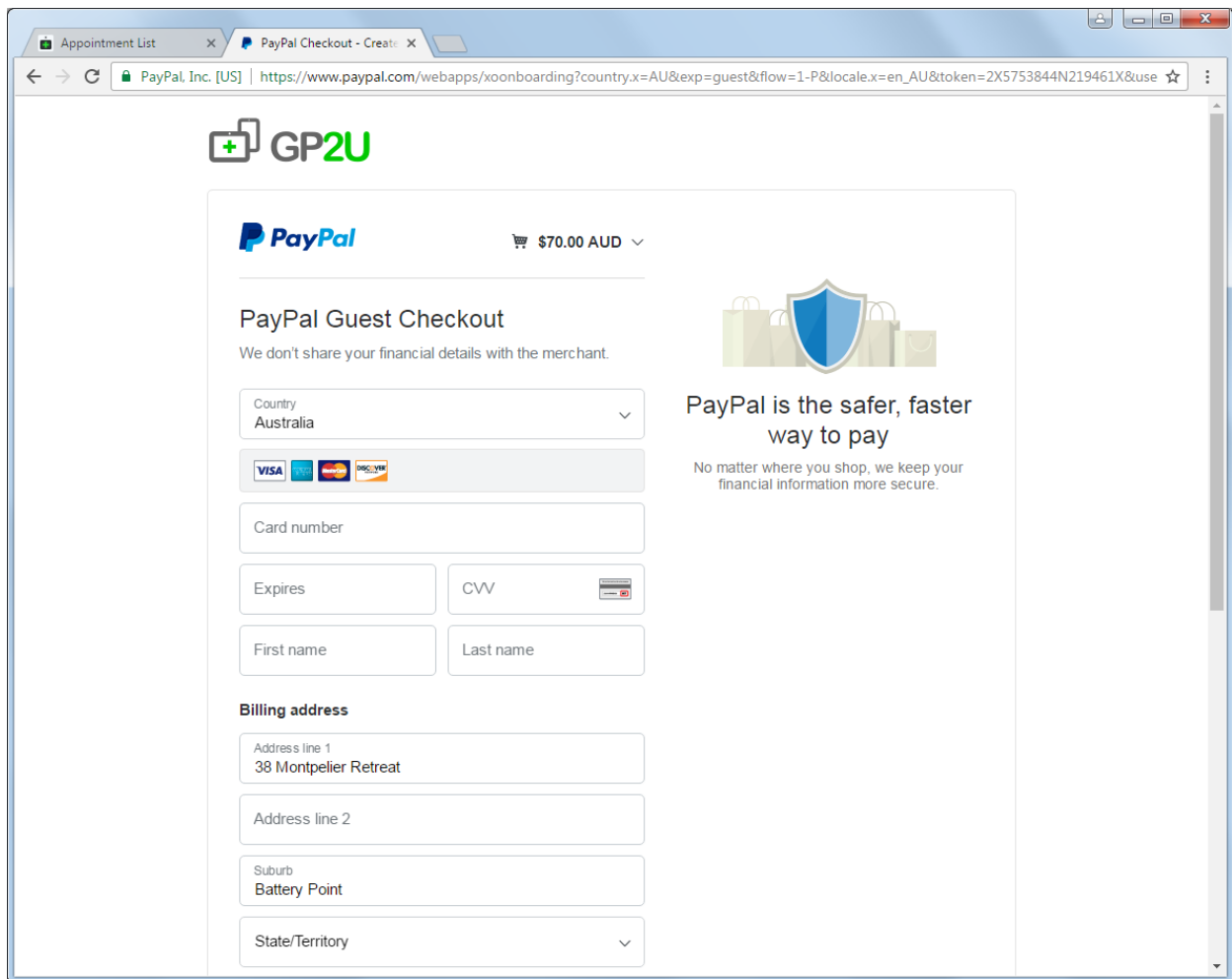
Welcome to the new PayPal checkout.  
The security you rely on – now even faster.  
It's everything checkout should be.

[Cancel and return to GP2U Telehealth Pty Ltd](#) [Terms](#) [Privacy](#) [Feedback](#) © 1999-2016

PayPal helps protect your privacy and security. For more information regarding the PayPal service, read our [User Agreement](#), [Combined Financial Services Guide and Product Disclosure Statement](#) and [Privacy Policy](#).

Copyright © 1999-2016 PayPal, Inc. All rights reserved. PayPal Australia Pty Limited ABN 93 111 195 389 (AFSL 304962). Any general financial product advice provided in this site has not taken into account your objectives, financial situations or needs.

Notice that the patient's details are already filled in so all you need to do is get the CC number, Expiry date and CVV, then submit it.



Appointment List x PayPal Checkout - Create x

PayPal, Inc. [US] | [https://www.paypal.com/webapps/xoonboarding?country.x=AU&exp=guest&flow=1-P&locale.x=en\\_AU&token=2X5753844N219461X&use](https://www.paypal.com/webapps/xoonboarding?country.x=AU&exp=guest&flow=1-P&locale.x=en_AU&token=2X5753844N219461X&use)

**GP2U**

**PayPal** \$70.00 AUD

### PayPal Guest Checkout

We don't share your financial details with the merchant.

Country: Australia

VISA

Card number

Expires CVV

First name Last name

**Billing address**

Address line 1: 38 Montpelier Retreat

Address line 2

Suburb: Battery Point

State/Territory

PayPal is the safer, faster way to pay

No matter where you shop, we keep your financial information more secure.

This is not the usual way that things are done as patients normally book and pay for their appointments from their accounts.

So getting back to the appointment book we see that the patient's name is a link and there are several buttons:

The screenshot displays the GP2U Appointment List interface. At the top, the browser address bar shows the URL <https://gp2u.com.au/specialist/appointment>. The page title is "Appointment List for Friday 23rd September 2016".

On the left, there is a calendar for September 2016 with the 23rd highlighted. Below the calendar are filters for Date (23/9/2016), Duration (15), Time (9:00-9:15), and Category (General). A green "Add Appointment" button is present.

The main appointment list shows the following entries:

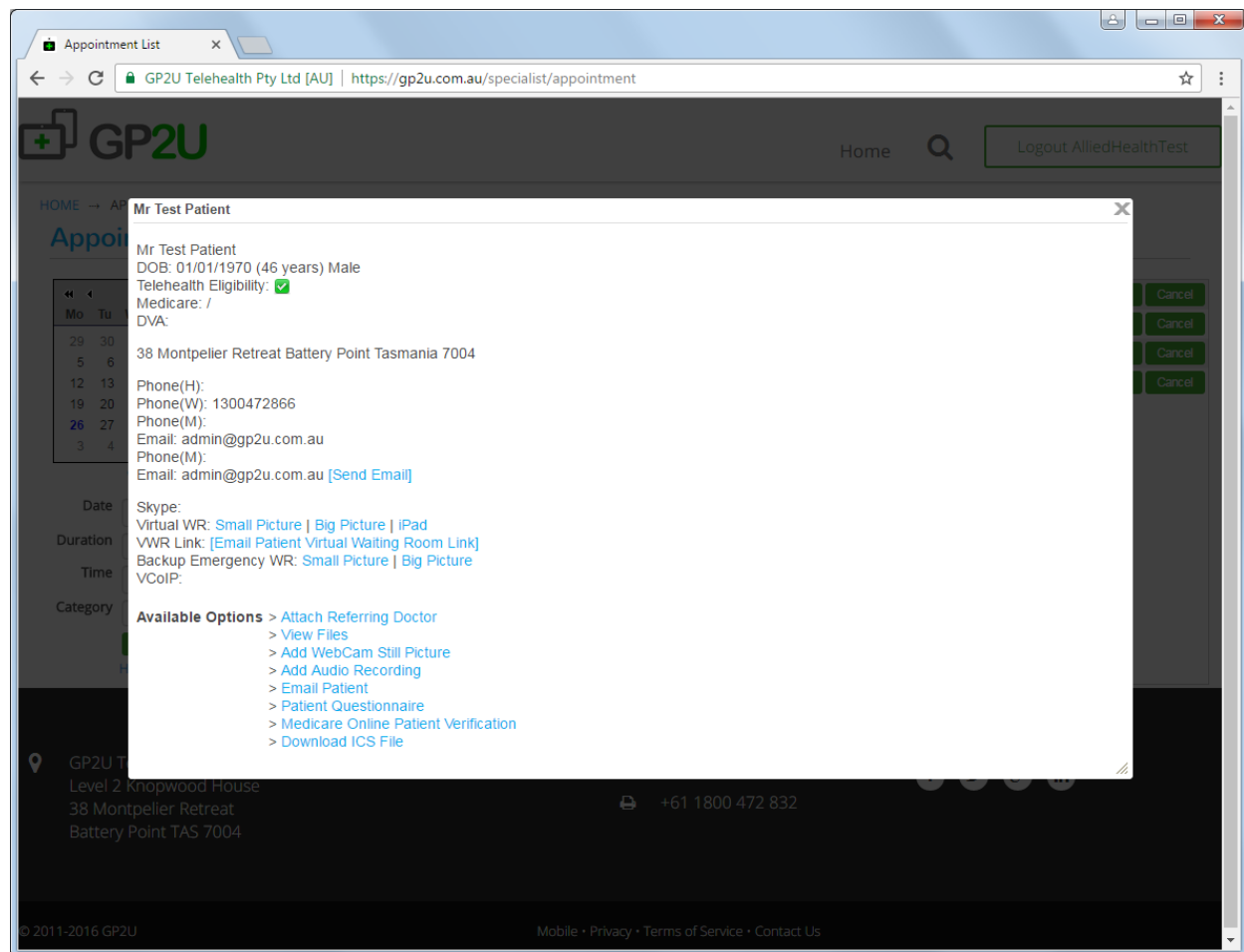
Time	Patient Name	Status	Buttons
9:00 am	Mr Test Patient	Payment not made	Open, Connect, Outcome, Cancel
9:15 am		15m Gen	Book Patient, Cancel
9:30 am		15m Gen	Book Patient, Cancel
9:45 am		15m Gen	Book Patient, Cancel

Red annotations highlight the patient name "Mr Test Patient", the "Payment not made" status, and the "Open", "Connect", "Outcome", and "Cancel" buttons for the 9:00 am appointment. A red arrow points to the "Patient Name" label, and another red arrow points to the "Payment not made" status.

The footer contains contact information for GP2U TeleHealth, including the address (Level 2 Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004), email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present.

## PATIENT NAME

Clicking on the patient's name opens up a small window:



The screenshot shows a web browser window with the URL <https://gp2u.com.au/specialist/appointment>. The page displays a patient profile for "Mr Test Patient" in a modal window. The patient's details include:

- Mr Test Patient
- DOB: 01/01/1970 (46 years) Male
- Telehealth Eligibility:
- Medicare: /
- DVA: /
- 38 Montpelier Retreat Battery Point Tasmania 7004
- Phone(H):
- Phone(W): 1300472866
- Phone(M):
- Email: [admin@gp2u.com.au](mailto:admin@gp2u.com.au)
- Phone(M):
- Email: [admin@gp2u.com.au](mailto:admin@gp2u.com.au) [\[Send Email\]](#)
- Skype:
- Virtual WR: [Small Picture](#) | [Big Picture](#) | iPad
- VWR Link: [\[Email Patient Virtual Waiting Room Link\]](#)
- Backup Emergency WR: [Small Picture](#) | [Big Picture](#)
- VCoIP:

Available Options:

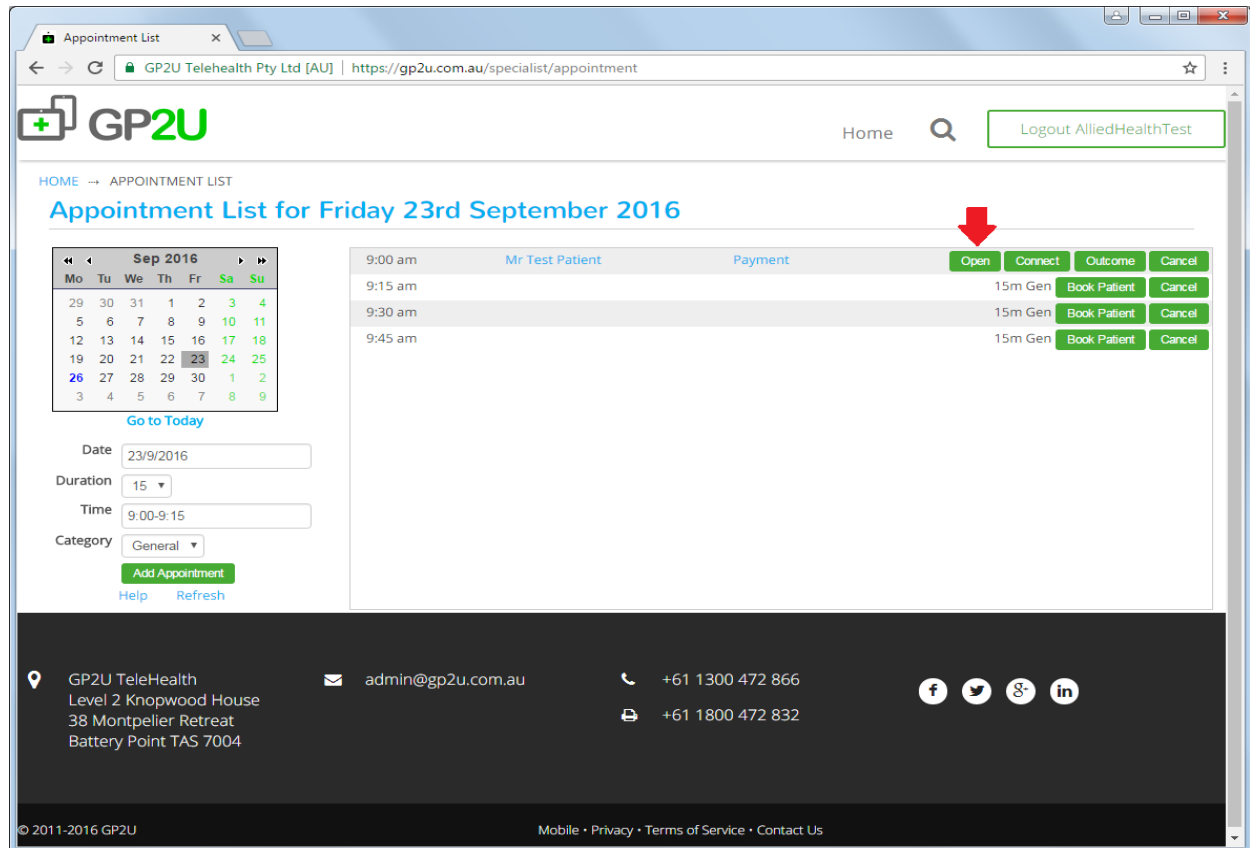
- > [Attach Referring Doctor](#)
- > [View Files](#)
- > [Add WebCam Still Picture](#)
- > [Add Audio Recording](#)
- > [Email Patient](#)
- > [Patient Questionnaire](#)
- > [Medicare Online Patient Verification](#)
- > [Download ICS File](#)

The background shows a calendar and a sidebar with navigation options like Home, Logout, and AlliedHealthTest.

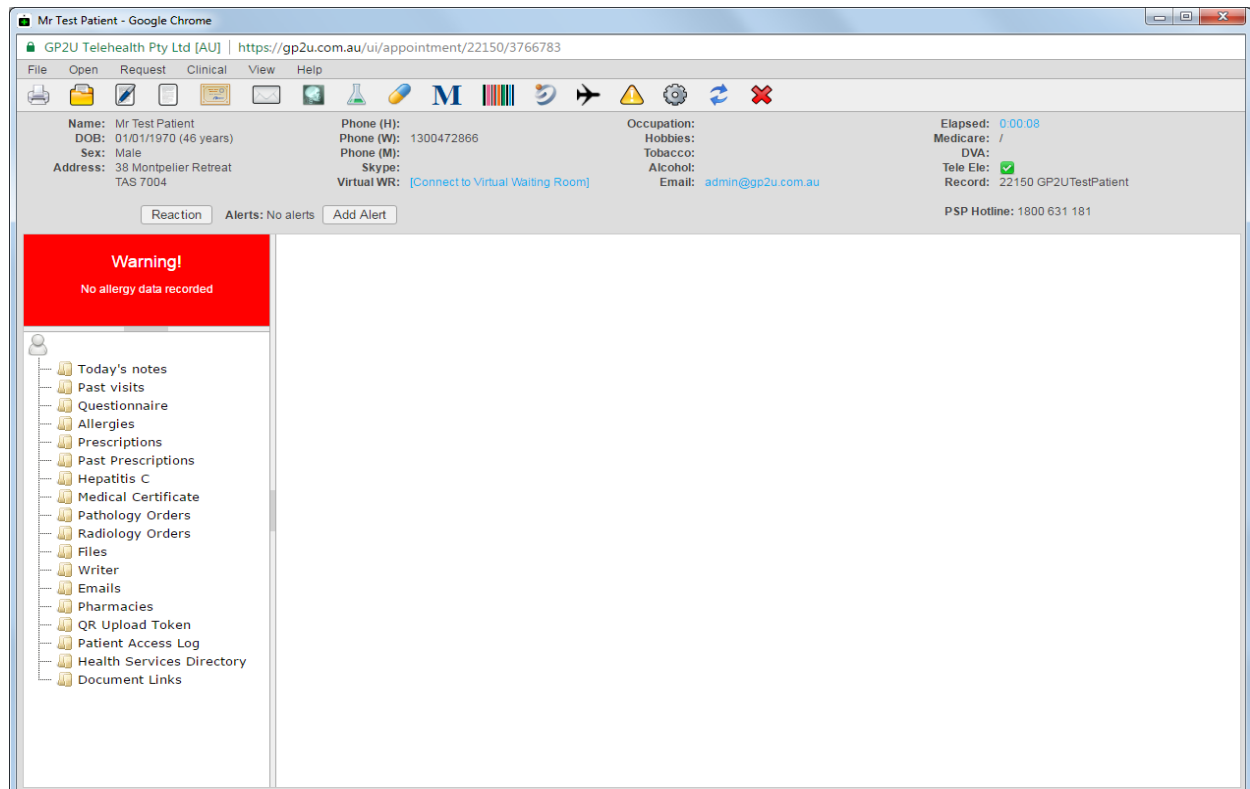
You will see a number of useful things such as the patient's contact details, links to connect to Skype and the Virtual Waiting Room and a number of options.

## OPEN BUTTON

Next we have the open button. This pops up a window that may look familiar. Here you can keep notes, prescribe medications, etc. Prescriptions made through here (if you are eligible to prescribe) will be immediately available to the patient.



This will open up the Patient Cloud window:



You will also see links to connect to both Skype and the Virtual Waiting Room. If you can't find a patient in one location try the other, and if that fails pick up the phone!

Mr Test Patient - Google Chrome  
GP2U Telehealth Pty Ltd [AU] | https://gp2u.com.au/ui/appointment/22150/3766783

Name: Mr Test Patient  
DOB: 01/01/1970 (46 years)  
Sex: Male  
Address: 38 Montpelier Retreat  
TAS 7004

Phone (H):  
Phone (W): 1300472866  
Phone (M):  
Skype:  
Virtual WR: [\(Connect to Virtual Waiting Room\)](#)

Occupation:  
Hobbies:  
Tobacco:  
Alcohol:  
Email: admin@gp2u.com.au

Elapsed: 0:00:08  
Medicare: /  
DVA:  
Tele Ele:   
Record: 22150 GP2U Test Patient  
PSP Hotline: 1800 631 181

Reaction Alerts: No alerts Add Alert

**Warning!**  
No allergy data recorded

- Today's notes
- Past visits
- Questionnaire
- Allergies
- Prescriptions
- Past Prescriptions
- Hepatitis C
- Medical Certificate
- Pathology Orders
- Radiology Orders
- Files
- Writer
- Emails
- Pharmacies
- QR Upload Token
- Patient Access Log
- Health Services Directory
- Document Links

## CONNECT BUTTON

The “Connect” button does what you expect. If the patient has a registered Skype address it tries to connect to that. If they don’t the system automatically tries to connect to the virtual waiting room.

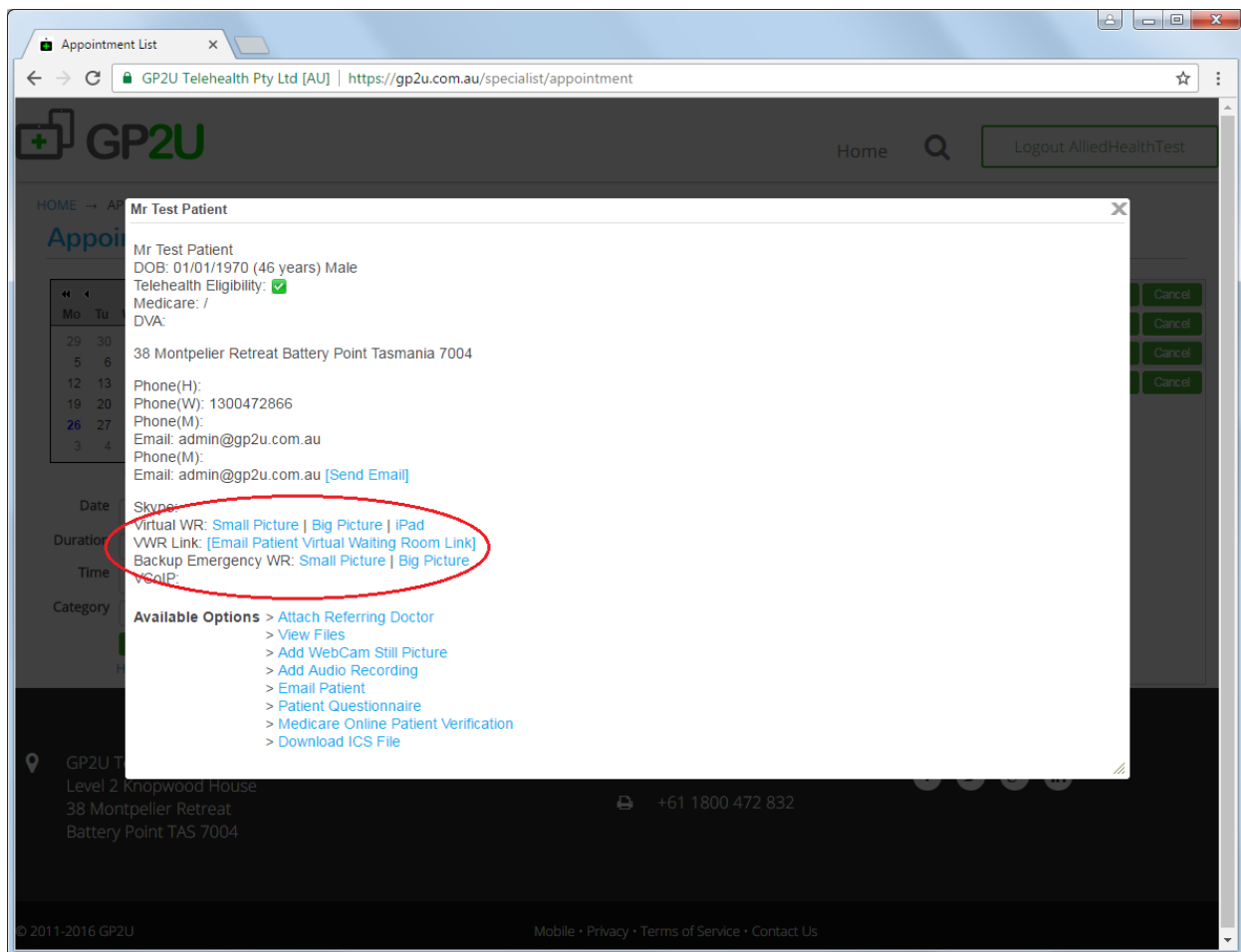
If you have a problem connecting with Skype you can simply click in the patient’s name and use the Virtual WR link to connect to them there.

If the patient can’t login, or has deleted the original appointment email, you can resend the virtual waiting room link to the patient. All they need to do is click that to be logged in and taken to the waiting room, ready for you to connect to them.

If you can’t find the patient online, their phone number(s) are also listed. Sometimes we have to talk patients through the process.

The screenshot displays the GP2U web application interface. At the top, there is a navigation bar with the GP2U logo, a search icon, and a 'Logout AlliedHealthTest' button. Below the navigation bar, the page title is 'Appointment List for Friday 23rd September 2016'. On the left side, there is a calendar for September 2016, with the 23rd highlighted. Below the calendar, there are input fields for 'Date' (23/9/2016), 'Duration' (15), 'Time' (9:00-9:15), and 'Category' (General), along with an 'Add Appointment' button and 'Help' and 'Refresh' links. The main content area shows a list of appointments for Friday 23rd September 2016. The first appointment is at 9:00 am for 'Mr Test Patient' with a 'Payment' status. The 'Connect' button for this appointment is highlighted with a red arrow. Other appointments are listed at 9:15 am, 9:30 am, and 9:45 am, all for '15m Gen' with 'Book Patient' and 'Cancel' buttons. At the bottom of the page, there is a footer with contact information for GP2U TeleHealth, including the address, email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). There are also social media icons for Facebook, Twitter, Google+, and LinkedIn. The footer also includes copyright information (© 2011-2016 GP2U) and links for 'Mobile', 'Privacy', 'Terms of Service', and 'Contact Us'.

If you click on the patient's name, a small pop up window will come up. The area circled in red gives you several links that will allow you to connect to the patient.

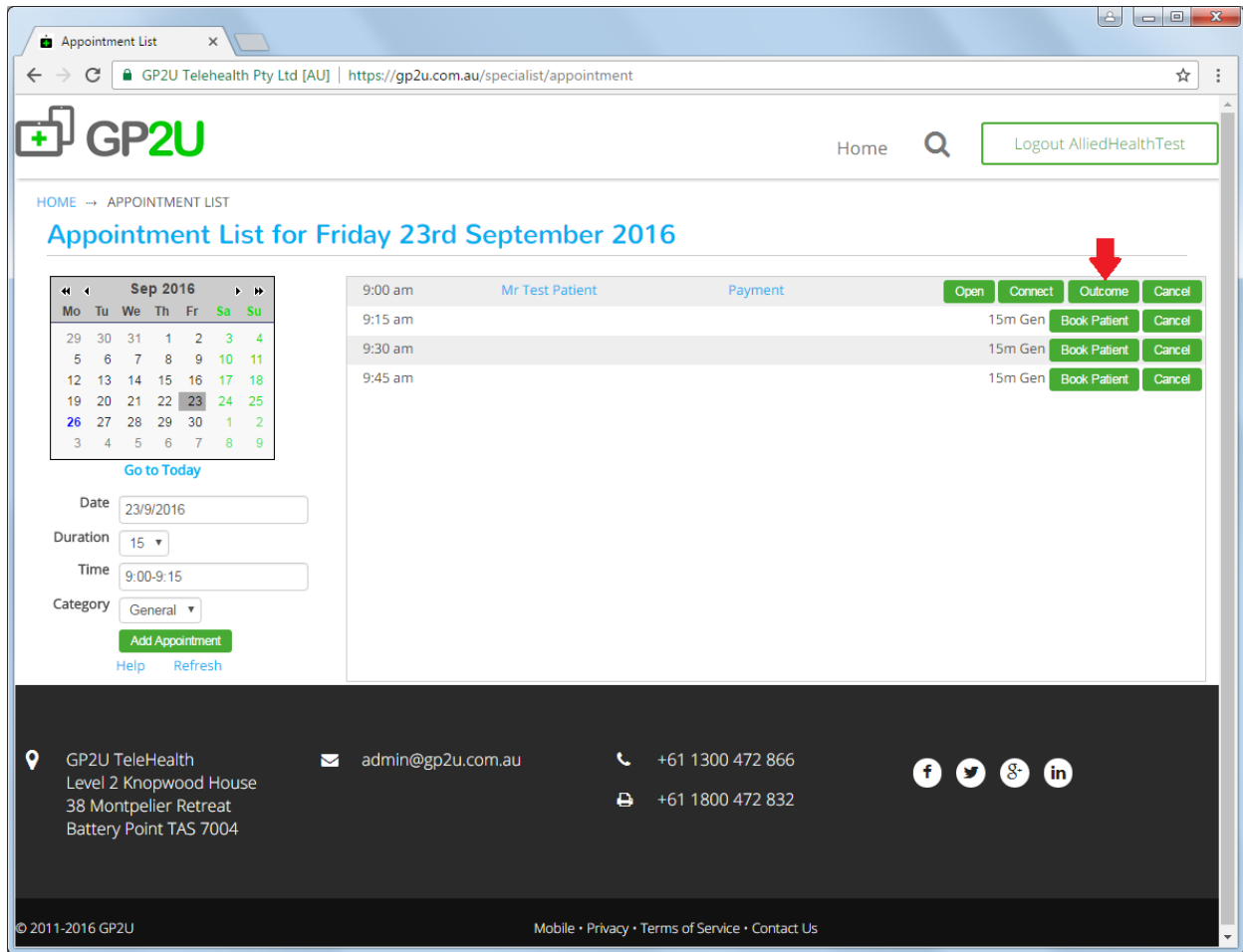


If the patient is not connected or they cannot see you, then they might have a slower internet, or are using a non-Google chrome web browser (such as Explorer, Firefox, Safari) or they have not clicked on "Start Video" from their side. Just ask them to click on "Start Video" and if they still cannot connect, ring us on 1300 472 866 and we will try to help out the patient.

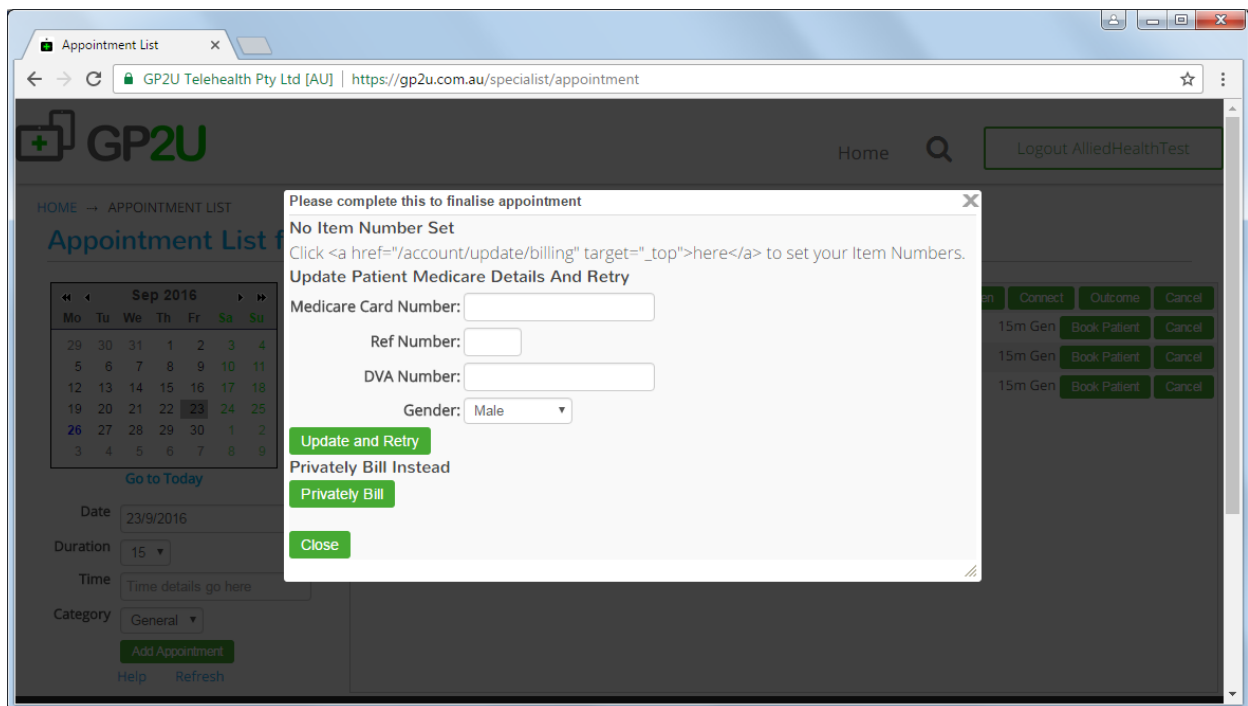


## OUTCOME BUTTON

The outcome button allows you to record the outcome of the consultation and is used by our Specialists to Bulk Bill via Medicare. We are just including it here to show its functionality:

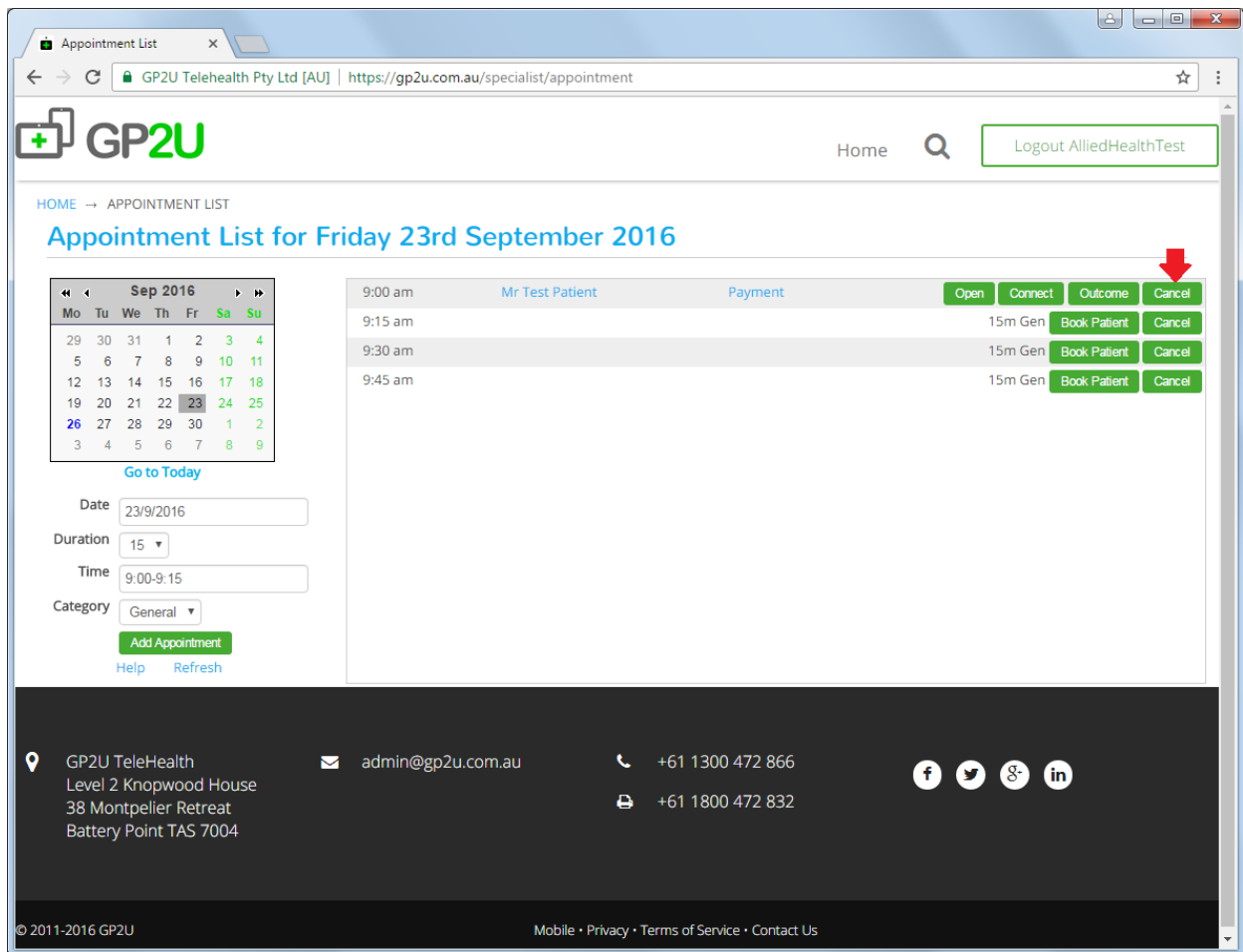


Please note this feature is used for our Specialists, so you may see some garbage since you cannot bill via Item number, to Medicare. Just select the "Bill Privately" option and/or select the "Close" button:



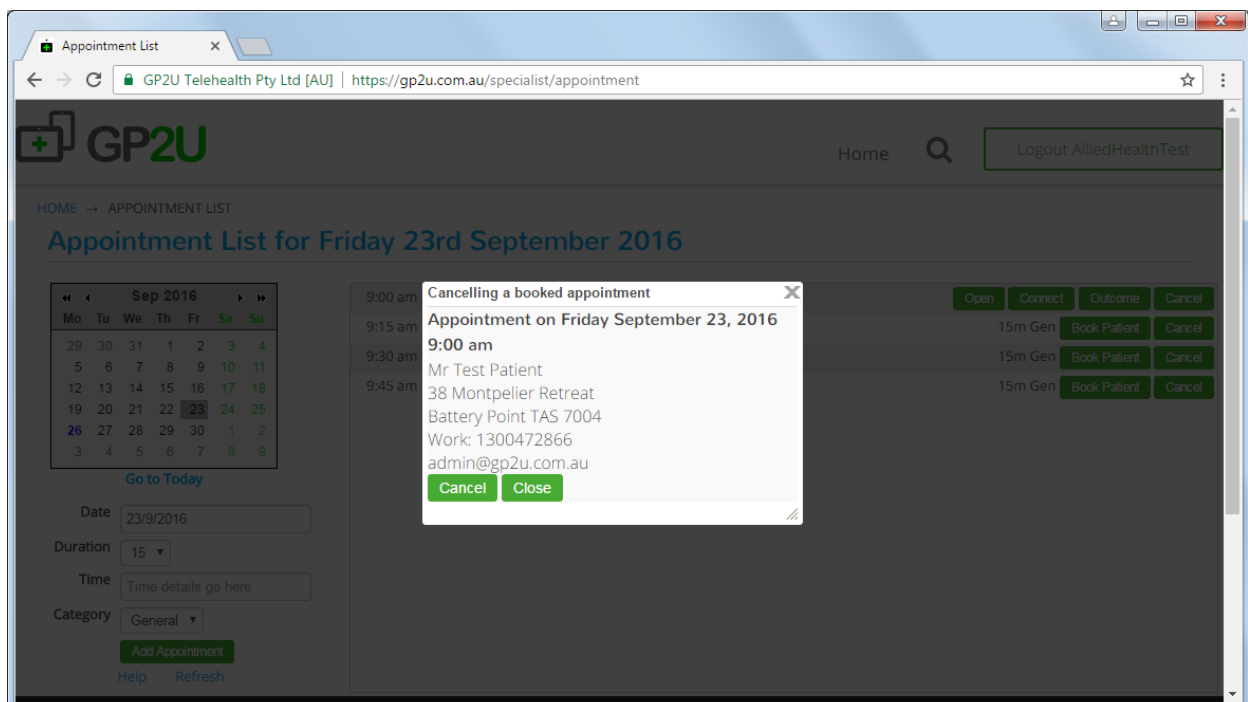
## CANCEL BUTTON

The “Cancel” button cancels the appointment and will send the patient (and referring GP) an automatic email.



The screenshot shows the GP2U web application interface. At the top, there is a navigation bar with the GP2U logo, a search icon, and a 'Logout AlliedHealthTest' button. Below this, the page title is 'Appointment List for Friday 23rd September 2016'. On the left, there is a calendar for September 2016 with the 23rd highlighted. Below the calendar are input fields for 'Date' (23/9/2016), 'Duration' (15), 'Time' (9:00-9:15), and 'Category' (General), along with an 'Add Appointment' button. The main area displays a list of appointments for Friday 23rd September 2016. The first appointment is at 9:00 am for 'Mr Test Patient' with a 'Payment' category. It has four buttons: 'Open', 'Connect', 'Outcome', and 'Cancel'. A red arrow points to the 'Cancel' button. Subsequent appointments are at 9:15 am, 9:30 am, and 9:45 am, all for '15m Gen' with 'Book Patient' and 'Cancel' buttons. At the bottom, there is contact information for GP2U TeleHealth, including an address, email (admin@gp2u.com.au), and phone numbers (+61 1300 472 866 and +61 1800 472 832). Social media icons for Facebook, Twitter, Google+, and LinkedIn are also present.

A pop up window will ask you to confirm the cancellation. If you are certain, click the “Cancel” button.



This screenshot shows the same GP2U Appointment List interface as the previous one, but with a confirmation pop-up window overlaid on the 9:00 am appointment. The pop-up window has a title bar that says 'Cancelling a booked appointment' and a close button (X). The main text in the pop-up reads: 'Appointment on Friday September 23, 2016', '9:00 am', 'Mr Test Patient', '38 Montpelier Retreat', 'Battery Point TAS 7004', 'Work: 1300472866', and 'admin@gp2u.com.au'. At the bottom of the pop-up are two buttons: 'Cancel' and 'Close'. The background appointment list is dimmed, and the 'Cancel' button for the 9:00 am appointment is still visible.

## HELP LINK

Just below the “Add Appointment” button there is an option to go to “Help”. Click on it and a pop up window will appear.

Appointment List

GP2U Telehealth Pty Ltd [AU] | <https://gp2u.com.au/specialist/appointment>

GP2U Home

HOME → APPOINTMENT LIST

### Appointment List for Friday 23rd September 2016

Mo	Tu	We	Th	Fr	Sa	Su
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Go to Today

Date:

Duration:

Time:

Category:

[Help](#)

Time	Patient	Payment	Open	Connect	Outcome	Cancel
9:00 am	Mr Test Patient	Payment	<input type="button" value="Open"/>	<input type="button" value="Connect"/>	<input type="button" value="Outcome"/>	<input type="button" value="Cancel"/>
9:15 am		15m Gen	<input type="button" value="Book Patient"/>	<input type="button" value="Cancel"/>		
9:30 am		15m Gen	<input type="button" value="Book Patient"/>	<input type="button" value="Cancel"/>		
9:45 am		15m Gen	<input type="button" value="Book Patient"/>	<input type="button" value="Cancel"/>		

GP2U TeleHealth  
Level 2 Knopwood House  
38 Montpelier Retreat  
Battery Point TAS 7004

admin@gp2u.com.au +61 1300 472 866 +61 1800 472 832

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It will provide you with details about everything on the page.

The screenshot shows a web browser window with the URL <https://gp2u.com.au/specialist/appointment>. The page title is "Appointment List". The GP2U logo is visible in the top left. A navigation bar includes "Home" and "Logout AlliedHealthTest". A calendar for September is shown on the left, with the 26th selected. Below the calendar are fields for "Date" (23/9), "Duration" (15), "Time", and "Category". A green "Add" button is visible. A large white popup window is centered on the screen, containing the following text:

**Don't Panic!** All the clinical tasks associated with integrating Telehealth into your practice can be done from this page  
This allows you to set appointment duration, and is used to work out how many appointments can be fitted into the period of time specified in the Time field below. The default value of 15 minutes can be adjusted via Edit my Profile on your home page.

**Time**  
In the input box that says "Time details go here" you enter the time of the appointment. You can enter times in any format "8, 8am, 0830, 8.45" and specify a single time or use - to specify a range i.e. "9-12".

**Add Appointment**  
Once you have specified a time, times or range of time clicking the [Add Appointment] button will cause one or more vacant appointments to appear in the list to the right. Now that we have an appointment slot we can move on to booking patients

**Book Patient**  
If a patient is already registered on our system you can book them into a vacant appointment simply by clicking the [Book Patient] button and entering either their GP2U Username or their Medicare Number+Reference Number.

**Send Invitation**  
If a patient is not yet registered the [Send Invitation] button (on the Book Patient page) allows you to conveniently reserve an appointment for the patient. Simply enter the patient's first name, last name and email address and click Submit and an invitation to register will automatically be emailed to the patient. They will appear in the appointment book with the prefix RESERVED. This disappears as soon as they have completed their registration.

**Cancel**  
If for any reason you need to cancel an appointment simply press the cancel button. If the appointment is already booked both the patient and referring GP will receive written notification by email.

**Clicking the Patient's Name**  
When you click on the patient's name you open a window with the patient's details. There is also a menu of tasks that can be performed that relate directly to this patient. View files allows you to see, for example, clinical Images that have been sent by the GP. If the patient has been invited, but is yet to complete registration (ie showing RESERVED) you can complete their registration from here.

**Referral**

The background of the page shows a list of appointment slots with "Cancel" buttons next to them. At the bottom of the page, there is contact information for GP2U Telehealth: "Level 2 Knopwood House, 38 Montserrat, Retreat" and a phone number "+61 1800 472 832".

## REFRESH LINK

When the appointment book is displayed, it shows the appointments and patient's details as they existed at the time the page was displayed. If someone books an appointment, this will not show up until you either leave the appointment book and go back or click on the "Refresh" below the "Add Appointment" button. Similarly, if the patient adds in their Skype name, your page will not reflect that until it is refreshed.

The screenshot shows a web browser window displaying the GP2U Appointment List for Friday 23rd September 2016. The page includes a calendar, a list of appointments, and a form to add new appointments. The 'Refresh' button is highlighted with a red circle and an arrow.

Time	Patient	Payment	Open	Connect	Outcome	Cancel
9:00 am	Mr Test Patient	Payment				
9:15 am		15m Gen		Book Patient		Cancel
9:30 am		15m Gen		Book Patient		Cancel
9:45 am		15m Gen		Book Patient		Cancel

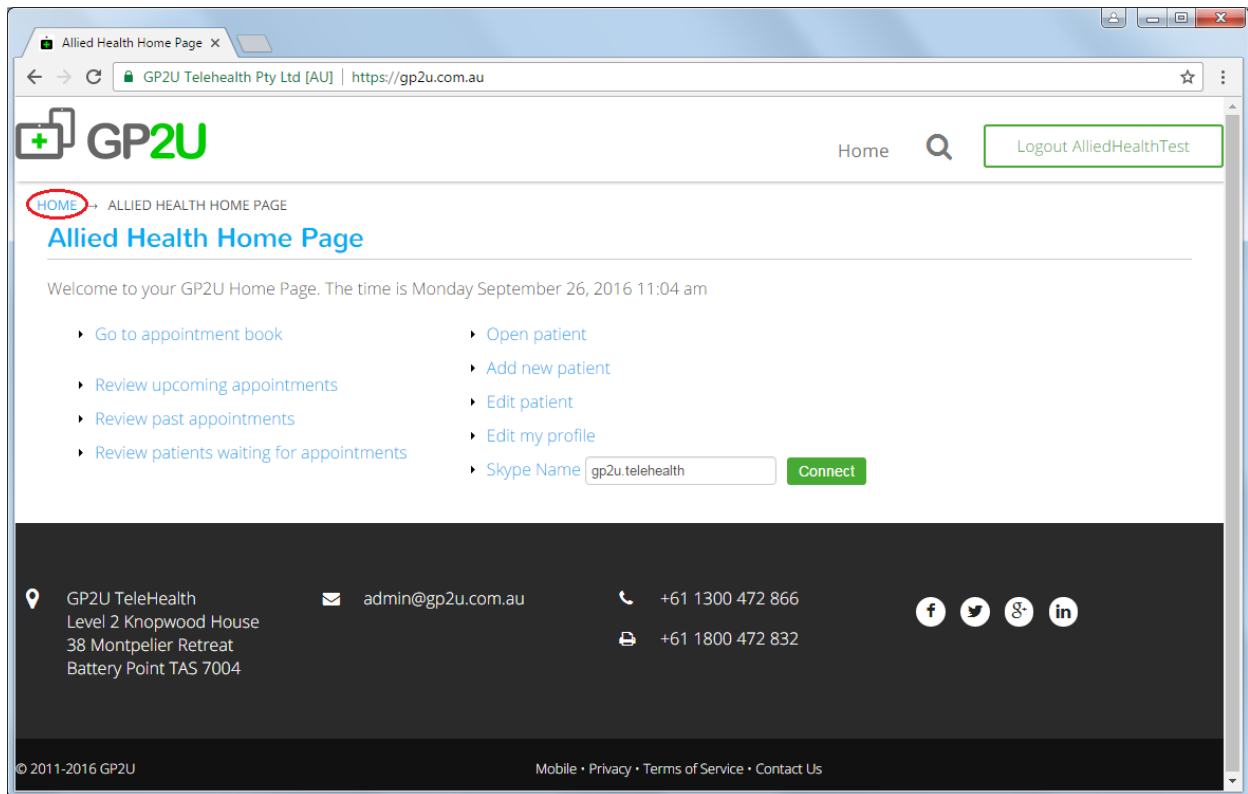
Form fields:  
Date: 23/9/2016  
Duration: 15  
Time: 9:00-9:15  
Category: General  
Buttons: Add Appointment, Help, Refresh

## APPOINTMENT REMINDERS AND ALERTS

The system will email you about your patient bookings and if they are within 4 hours. It will also send you an SMS message.

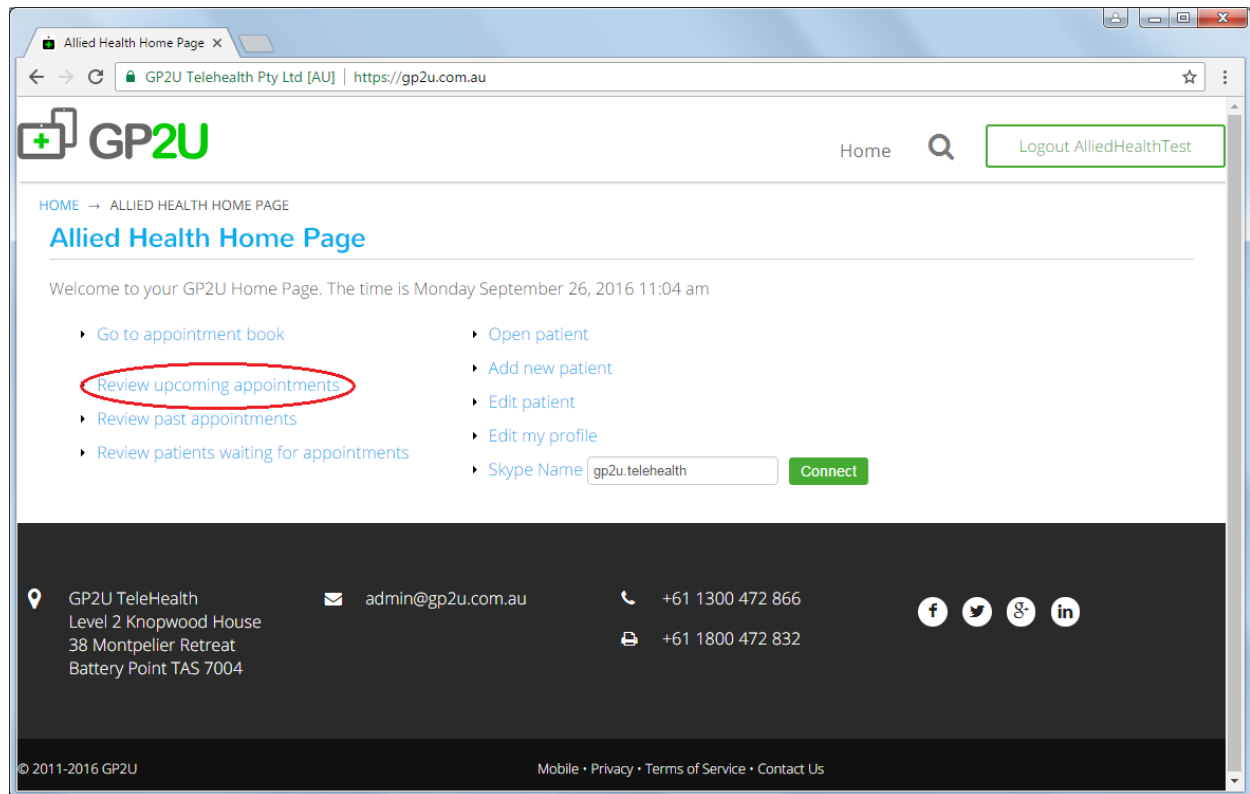
## BACK TO THE HOME PAGE

Now let's leave the appointment book and go back to our home page. To get there just click the "Home" link up the top left:

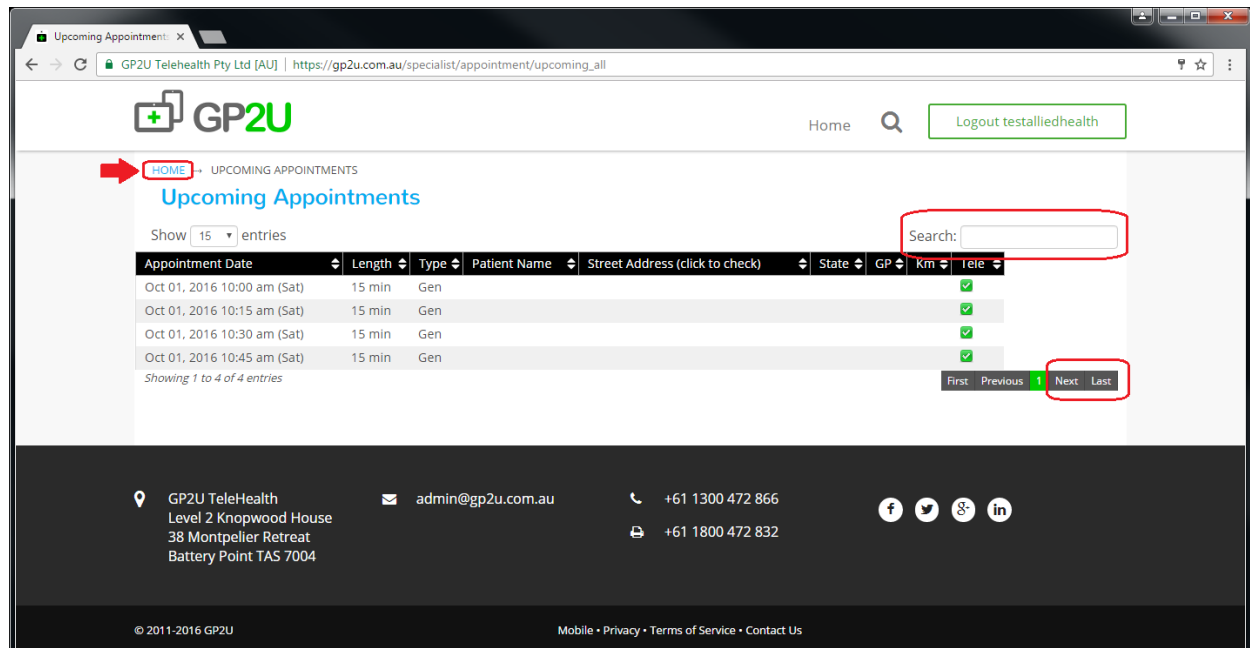


## REVIEW UPCOMING APPOINTMENTS

This link gives a listing of all your upcoming appointments. The “GP/Km/Tele” fields relate to Medicare funded Specialist Telehealth access so please ignore them.



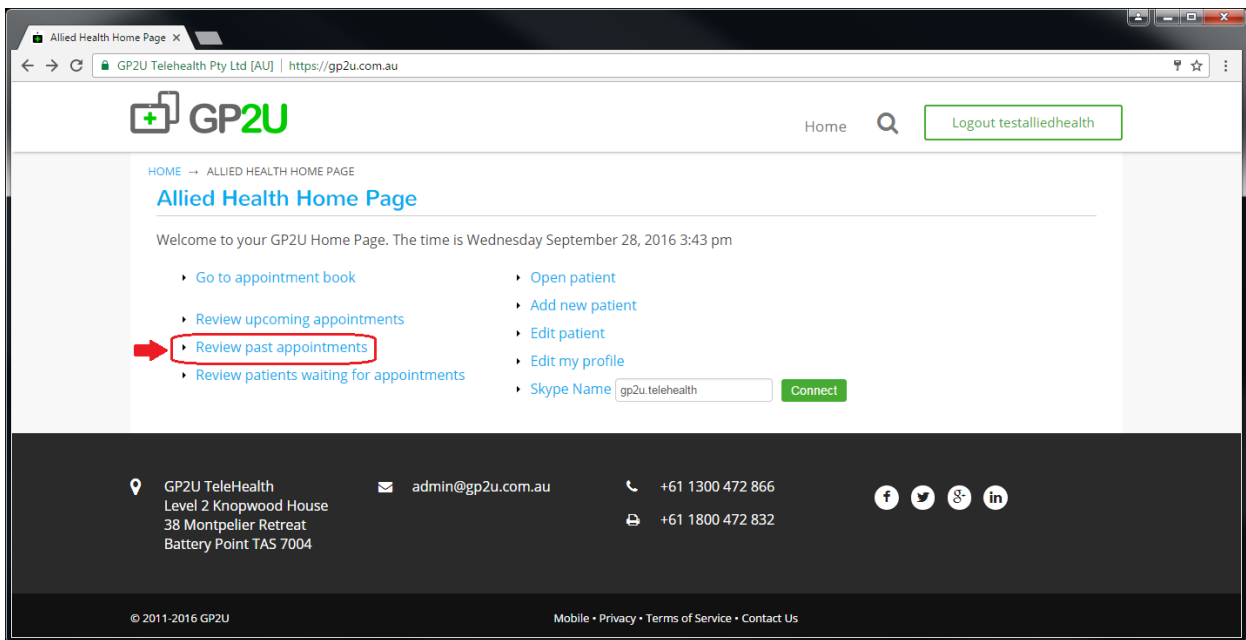
This will bring you to your upcoming appointments:



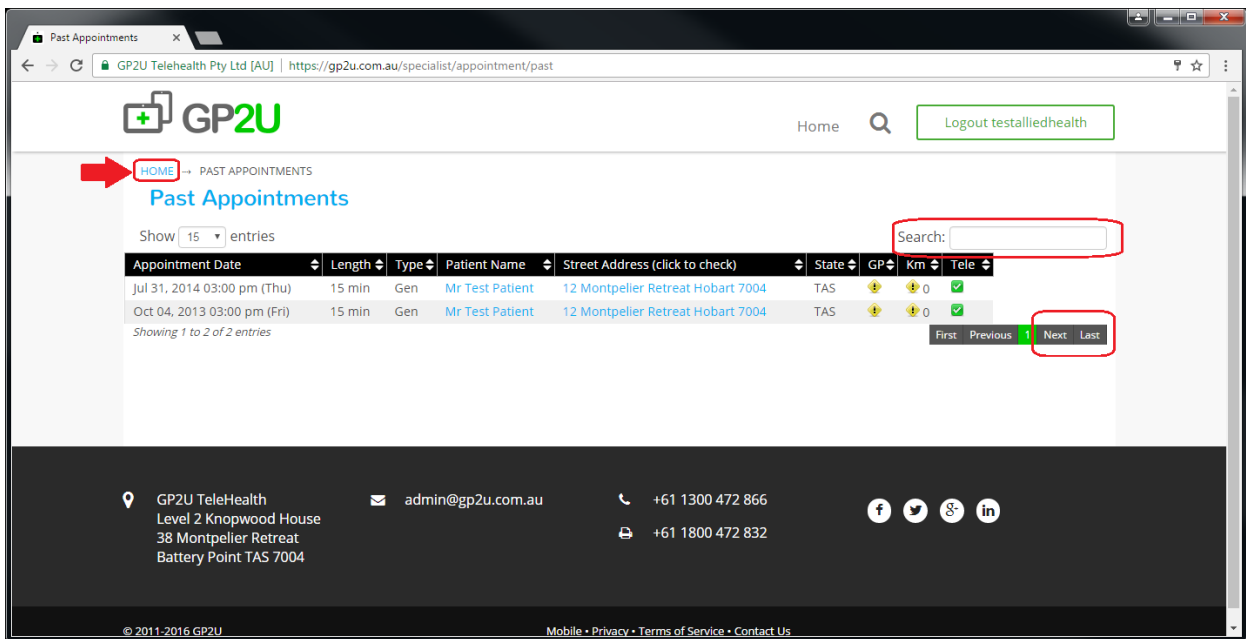
You can search for patients or by street address in the “Search” bar area, or navigate using the “Next” and “Last” buttons. When you are done, click the “HOME” link when you are ready to go back to the homepage.

# REVIEW PAST APPOINTMENTS

Clicking on this link, will bring up appointments in the past:



And this will bring up some past appointments:



You can search for patients or by street address in the “Search” bar area, or navigate using the “Next” and “Last” buttons. When you are done, click the “HOME” link when you are ready to go back to the homepage.



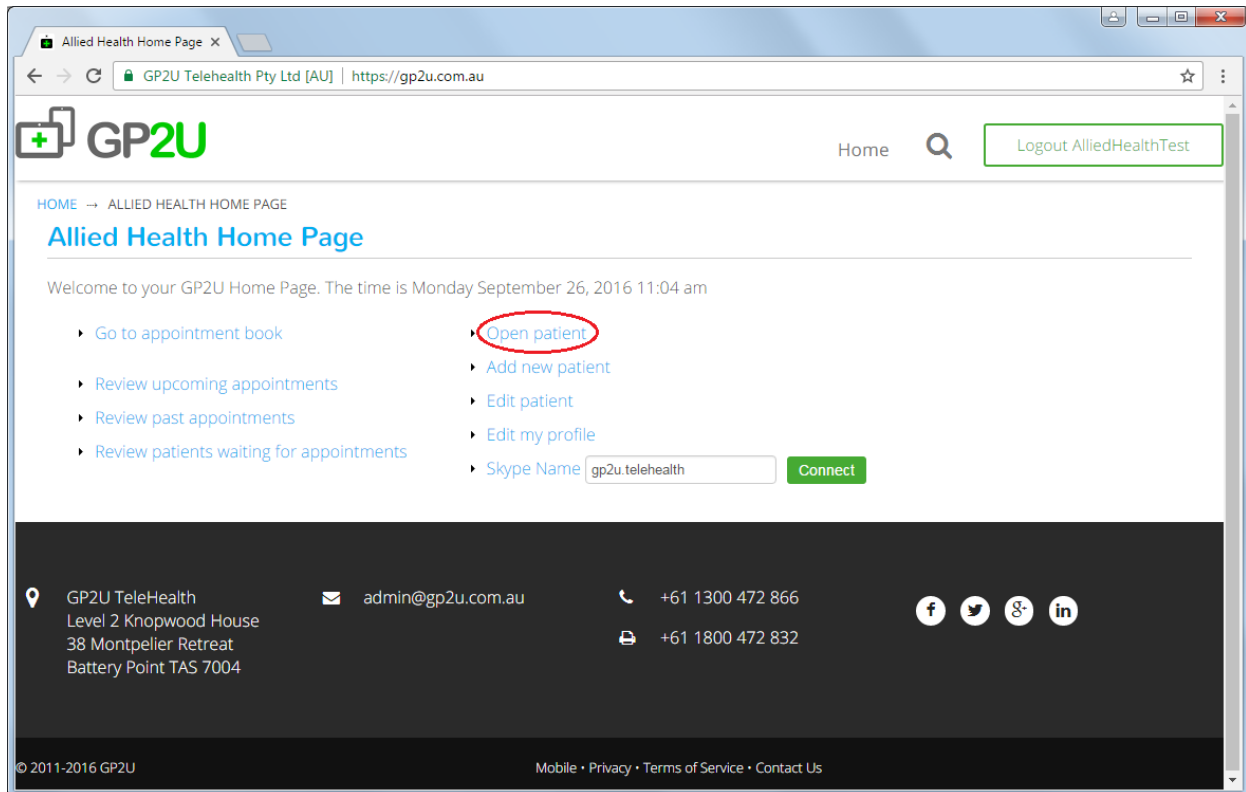
## REVIEW PATIENTS WAITING FOR APPOINTMENTS

Patients can make bookings with you in the absence of any available appointments. You can offer them appointments from here.

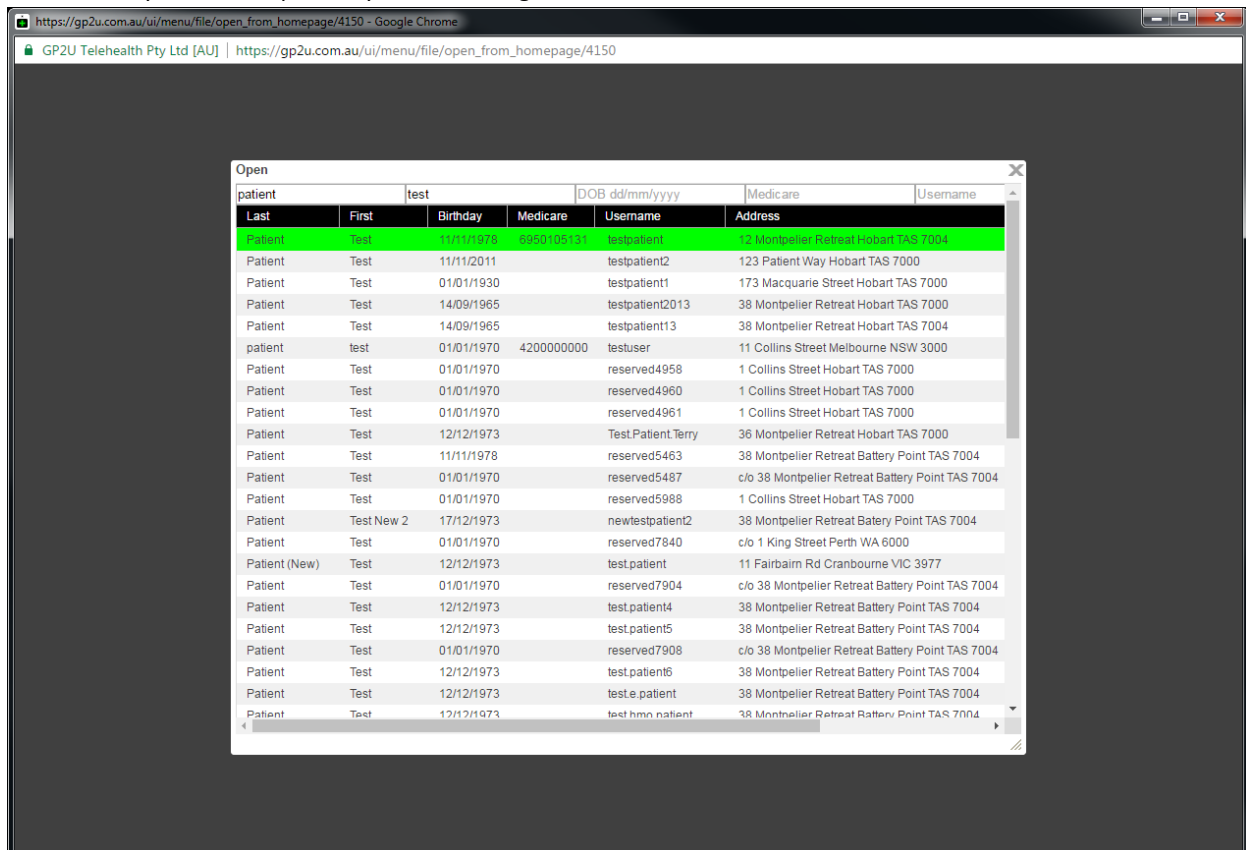
The screenshot displays the 'Waiting List' interface on the GP2U TeleHealth website. The browser address bar shows the URL <https://gp2u.com.au/specialist/waitinglist/list>. The page features the GP2U logo and a navigation menu with 'Home' and a search icon. A 'Logout testalledhealth' button is visible in the top right. The main content area includes a breadcrumb trail 'HOME → WAITING LIST', the title 'Waiting List', and a 'Show 15 entries' dropdown. A search input field is provided. Below this is a table header with columns: Queue Since, Patient, DOB, City, State, Priority, Referral, Book, and Remove. The table body is empty, with the message 'No Waiting List Found' and 'Showing 1 to 1 of 1 entries'. A pagination control shows 'First Previous 1 Next Last'. The footer contains contact details for GP2U TeleHealth: Level 2 Knopwood House, 38 Montpelier Retreat, Battery Point TAS 7004. Contact information includes email (admin@gp2u.com.au), phone (+61 1300 472 866), and fax (+61 1800 472 832). Social media icons for Facebook, Twitter, and LinkedIn are also present. The footer also includes copyright information (© 2011-2016 GP2U) and links for Mobile, Privacy, Terms of Service, and Contact Us.

## OPEN PATIENT

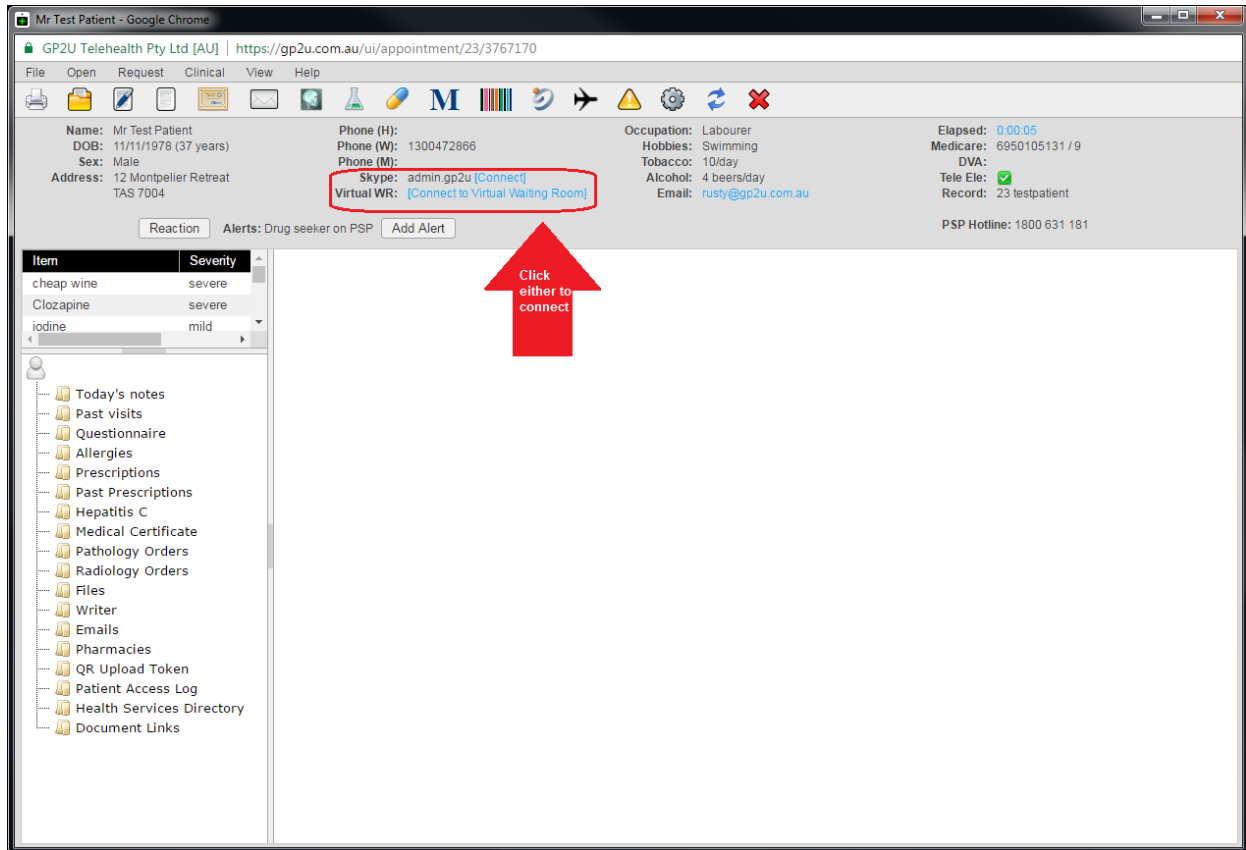
Here you can open any patient’s record. Please note that for privacy purposes all patient record access is logged and this access log is available to the patient for their review.



To find a patient, simply type in some of their details in the name fields. The list will shorten as you add more detail. Once you find the patient you are looking for click on the row that contains them:



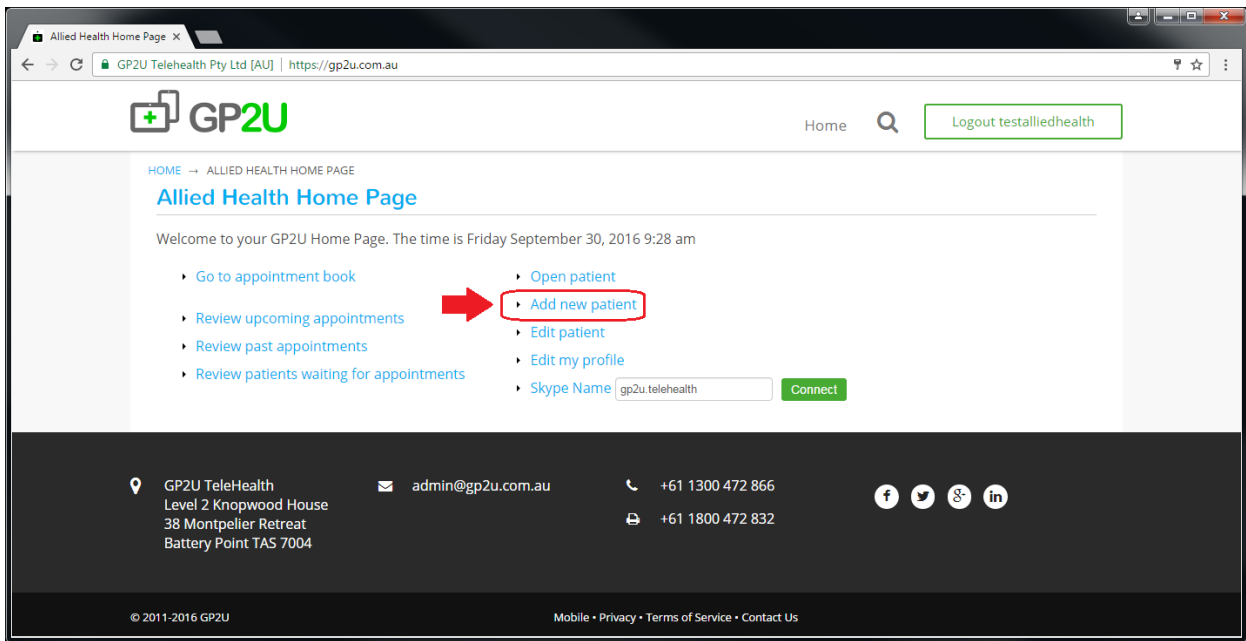
This will open their record in a cloud based patient management system that looks and functions similarly to Best Practice / Medical Director.



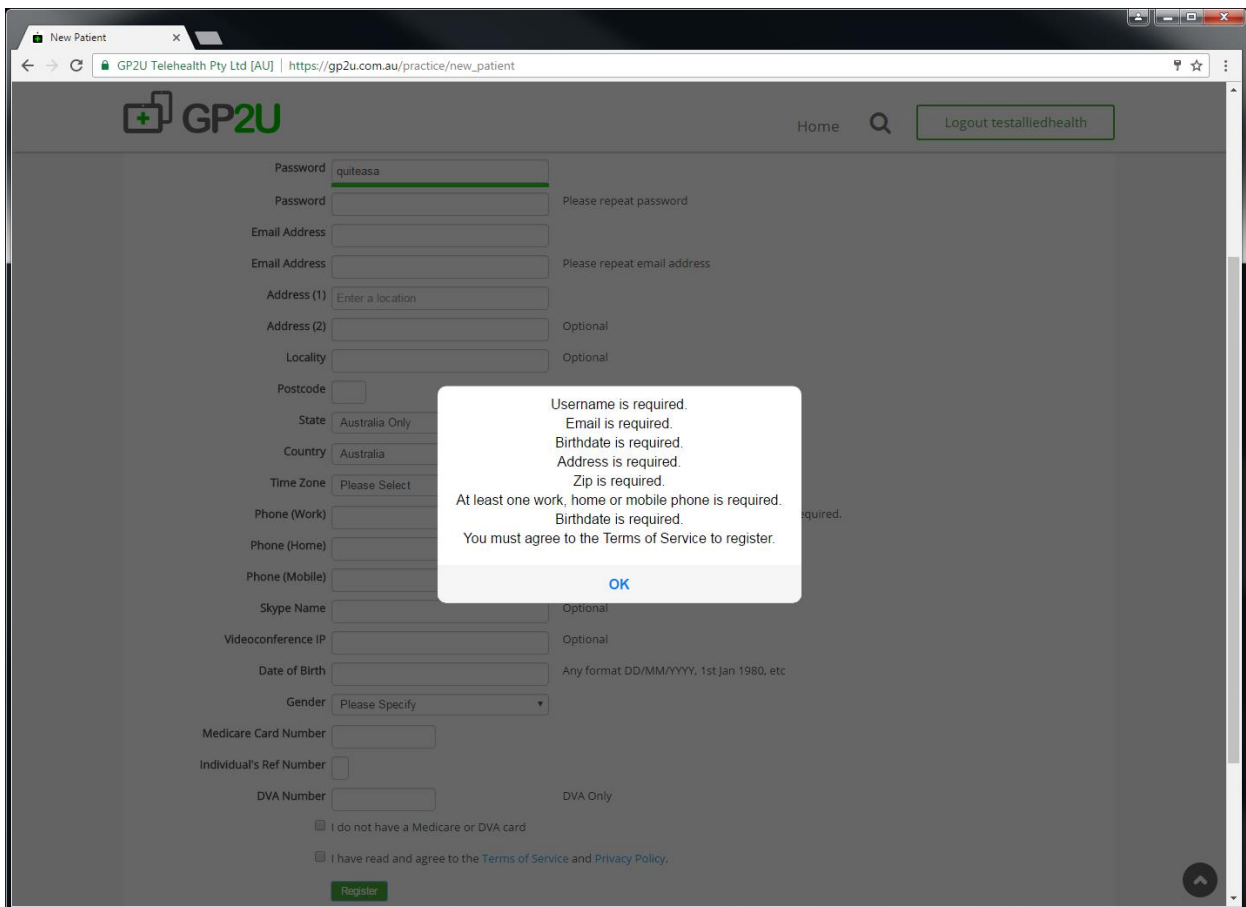
You will also see links to connect to both Skype and the Virtual Waiting Room. If you can't find a patient in one location try the other, and if that fails pick up the phone!

# ADD NEW PATIENT

Clicking on this link, allows you add a new patient:

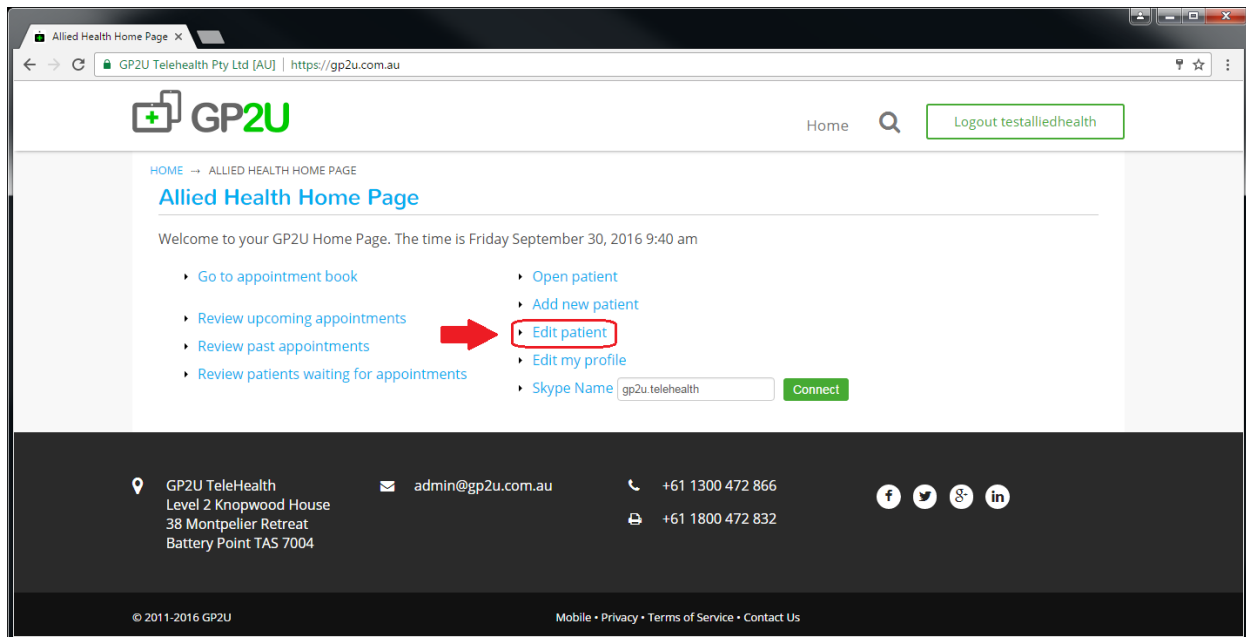


Just fill out the entire page and scroll down to the bottom to click on “Register” once you have filled in all of the fields. Please note, some fields HAVE to have information put in them and you will receive a pop up window, asking you for that information:

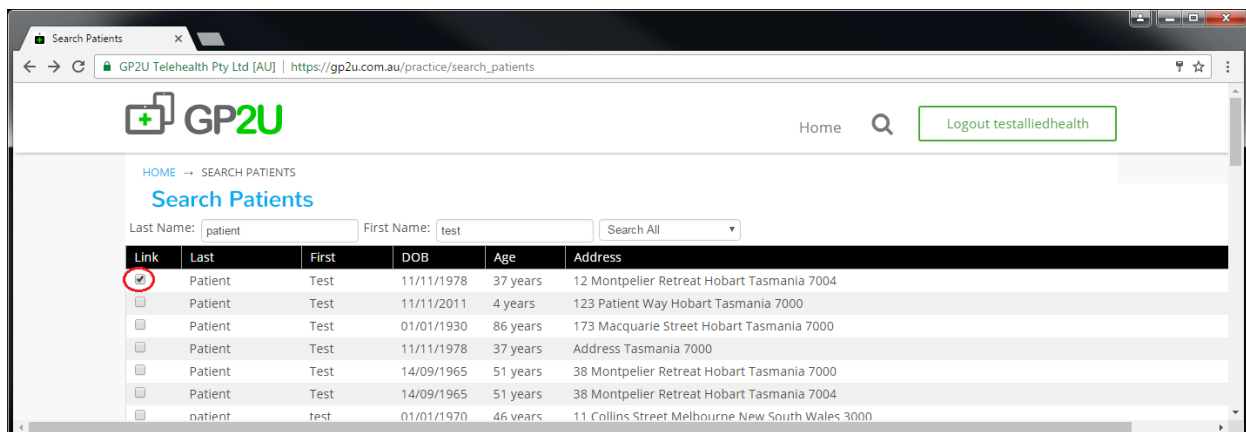


# EDIT PATIENT

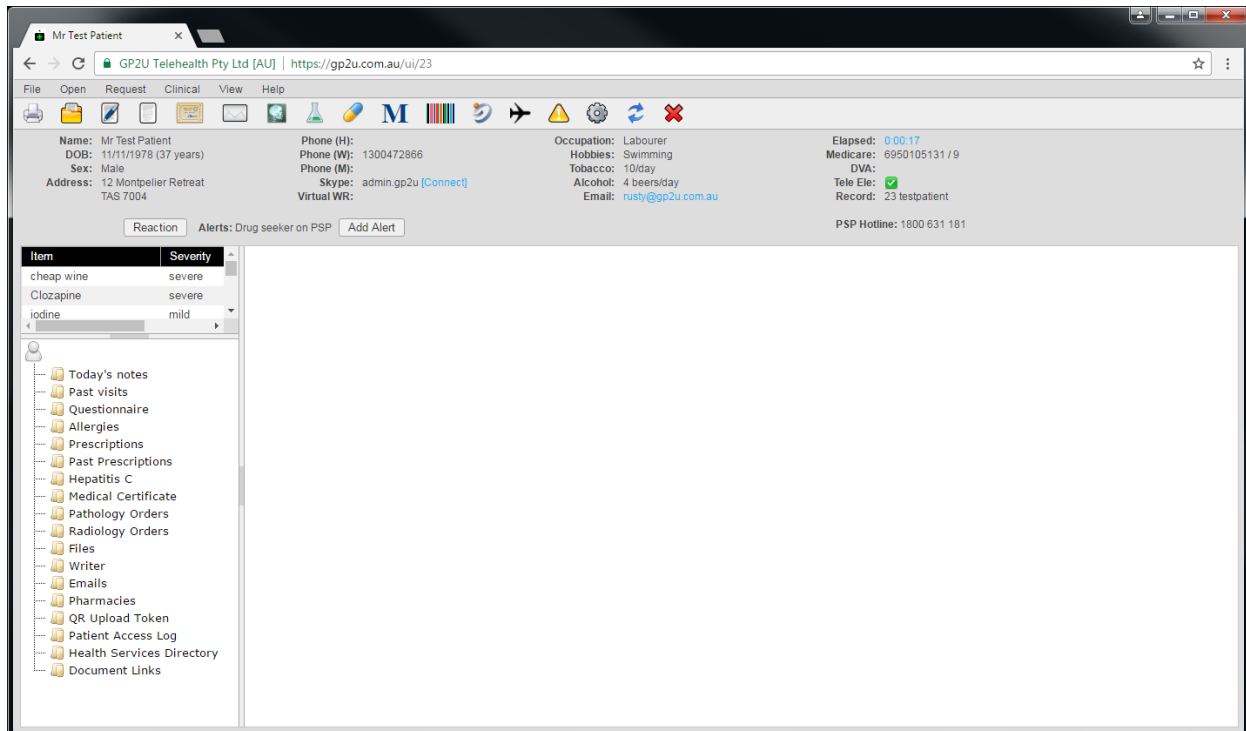
This link lets you find and edit a patient’s details.



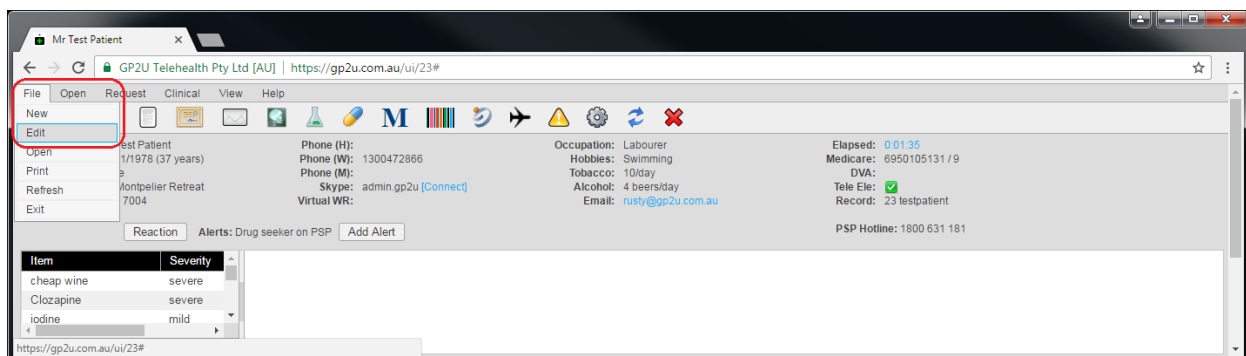
This will bring up the “Search Patients” option. Just enter in a last name and first name in the search fields. Then “link” the patient to you, by clicking the tick box:



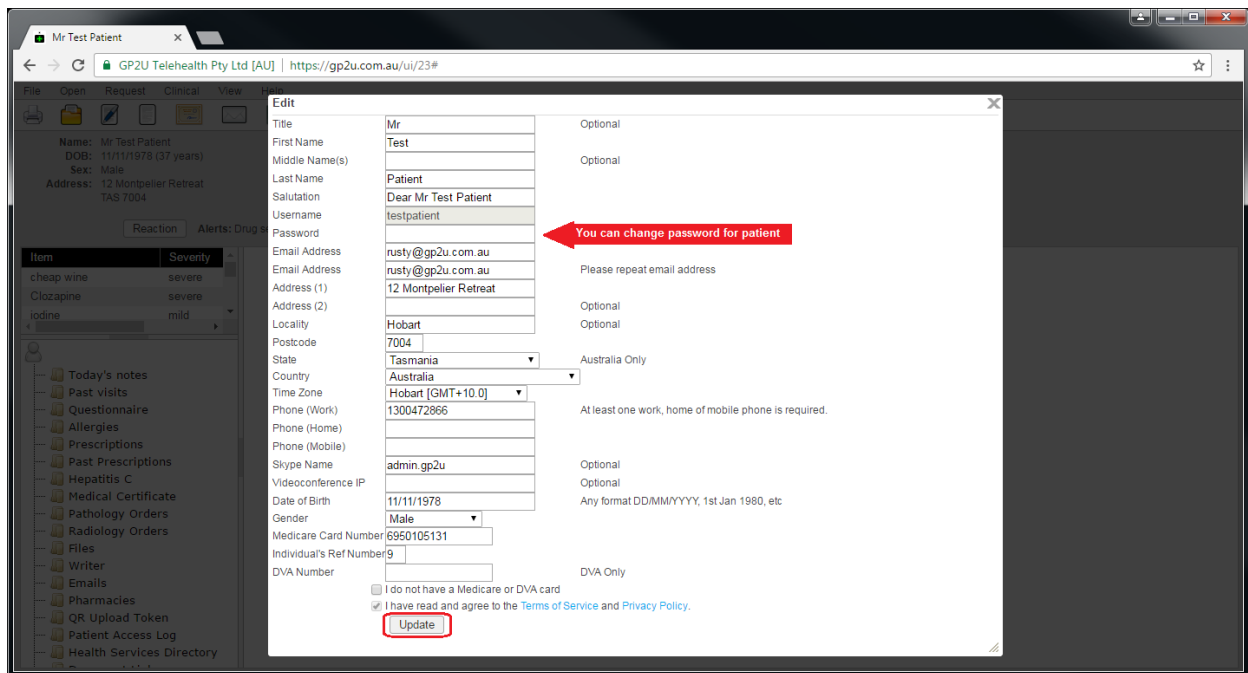
Then click on the patient's name and this will bring up the patient cloud:



To change some of the patient's details, click on "File" then on "Edit":



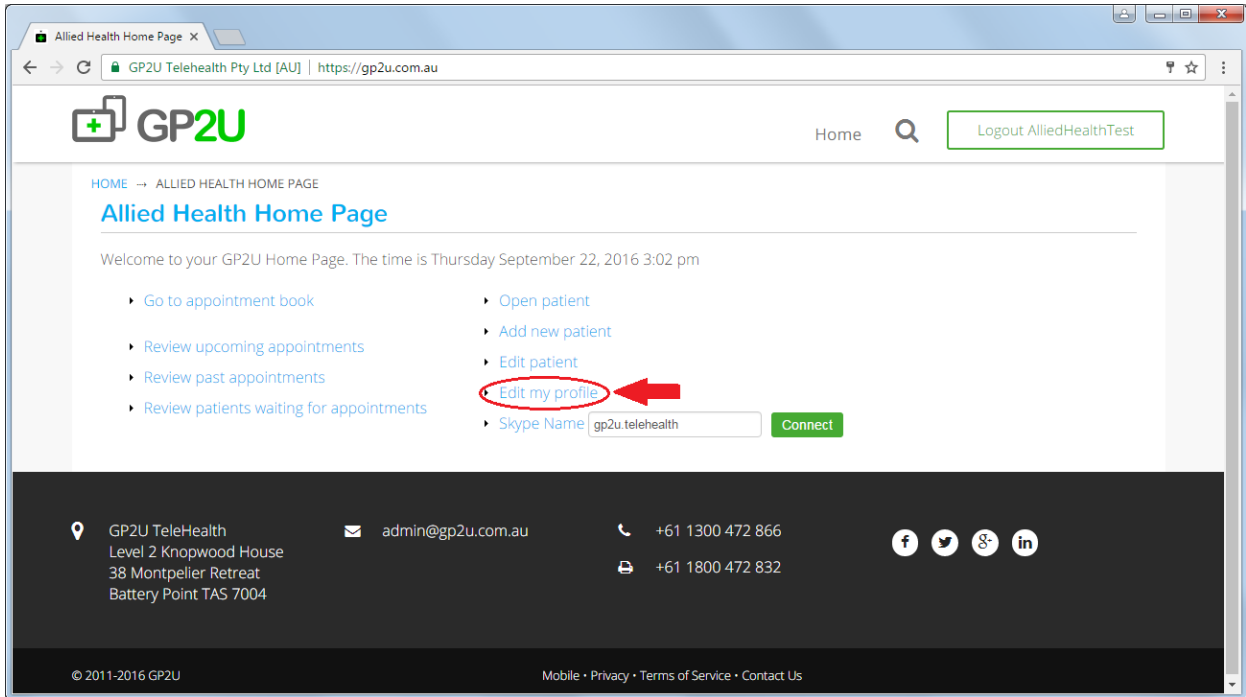
This will bring up a pop up window for the patient. Where you can edit details, change password, or update Medicare Card Number. Just be sure to click “Update” when you are done.



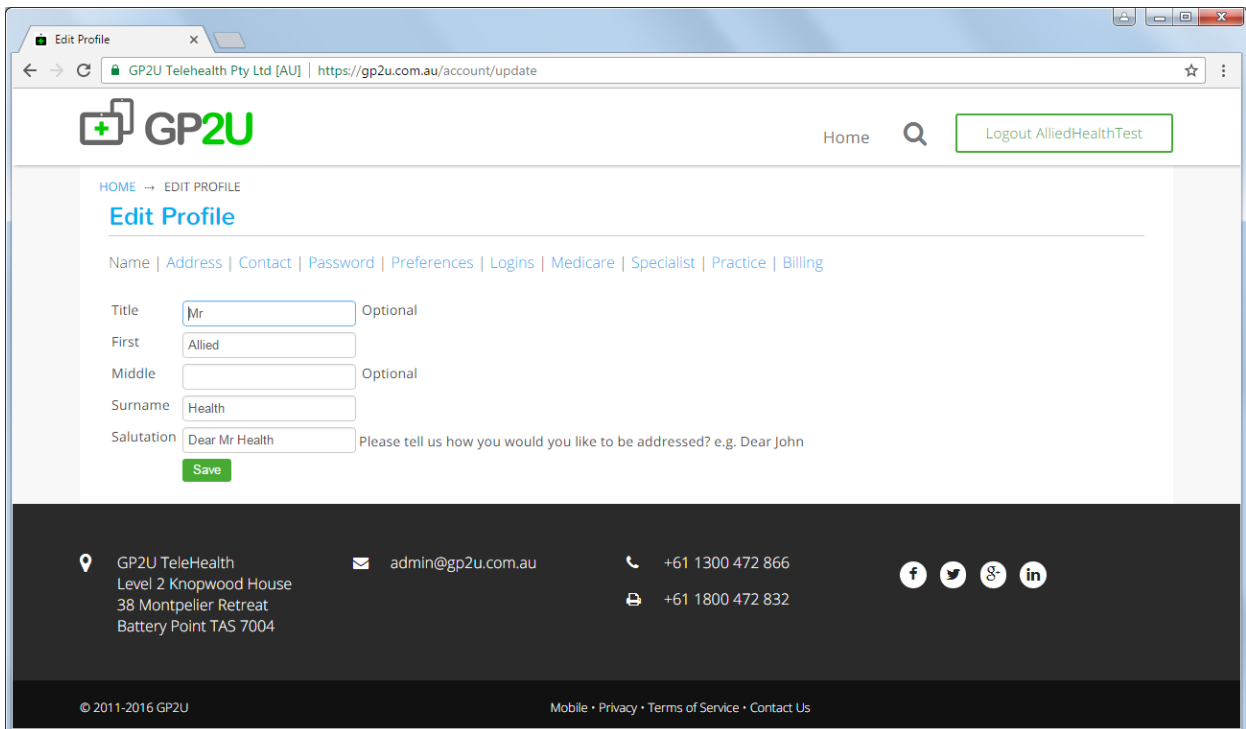
When you are done, just hit the back button to go back to gp2u.com.au.

## EDIT MY PROFILE

This lets you edit your own details. From the home page of your account simply click on the link that says “Edit my profile”. Here you can change all your details.



This will bring up the following page:

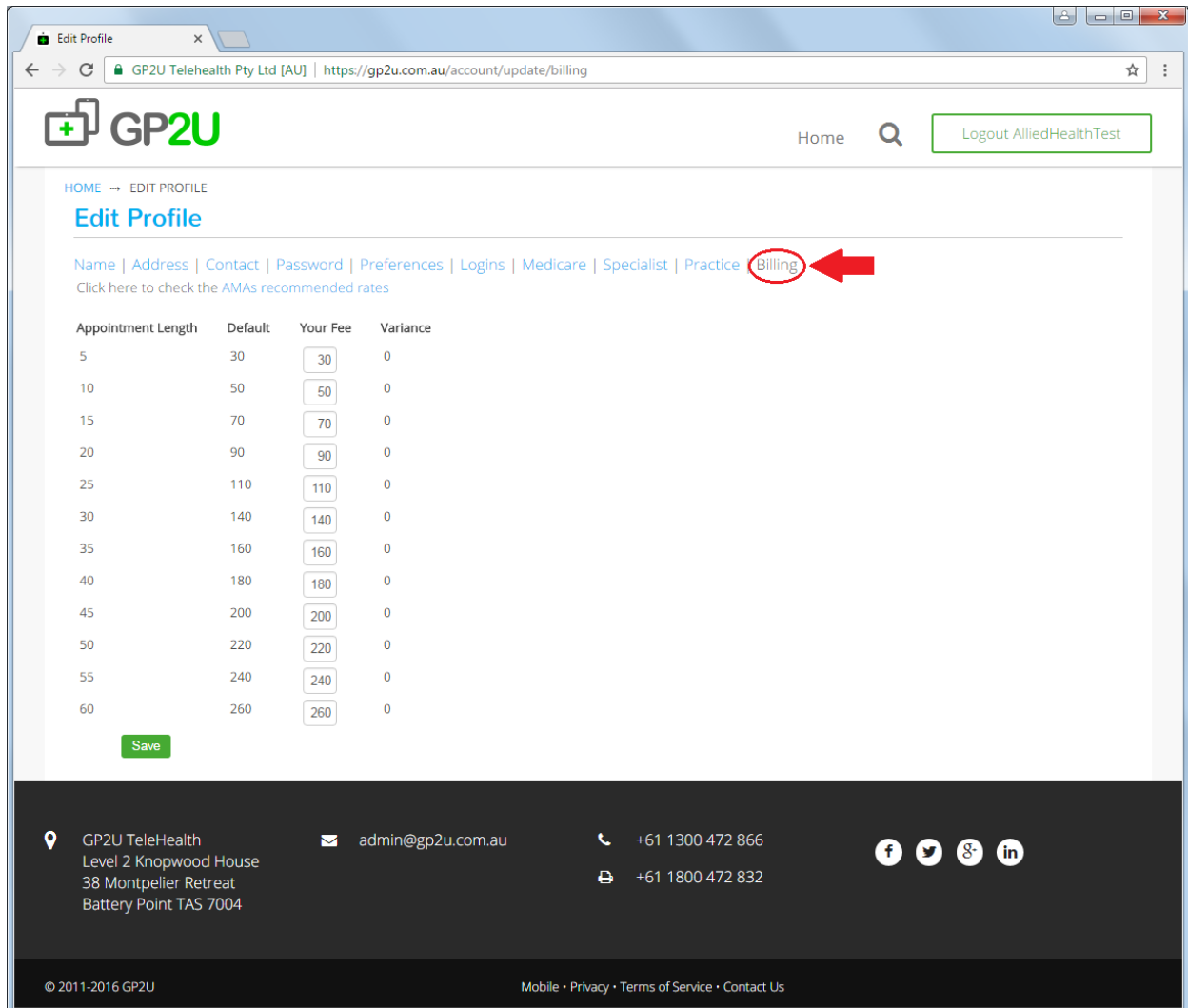


From here, you can edit, your Name, Address, Contact details, Password, Preferences, Logins (Twitter, Facebook, etc.) Medicare, Specialist, Practice and very importantly, your Billings.



## SET BILLING RATES

Before we go into these we need to set your rates. Click on the “Edit my profile” link and then the “Billing” tab at the top right:



The screenshot shows the 'Edit Profile' page for GP2U. The 'Billing' tab is highlighted with a red circle and a red arrow. Below the navigation links, there is a table with columns for Appointment Length, Default, Your Fee, and Variance. The 'Your Fee' column contains input fields with values ranging from 30 to 260. A 'Save' button is located at the bottom left of the table.

Appointment Length	Default	Your Fee	Variance
5	30	<input type="text" value="30"/>	0
10	50	<input type="text" value="50"/>	0
15	70	<input type="text" value="70"/>	0
20	90	<input type="text" value="90"/>	0
25	110	<input type="text" value="110"/>	0
30	140	<input type="text" value="140"/>	0
35	160	<input type="text" value="160"/>	0
40	180	<input type="text" value="180"/>	0
45	200	<input type="text" value="200"/>	0
50	220	<input type="text" value="220"/>	0
55	240	<input type="text" value="240"/>	0
60	260	<input type="text" value="260"/>	0

As you can see we relate prices to appointment lengths. The default rates are the AMA GP consult rates. You can set anything you wish here. This is the amount that the patient will pay.

# SKYPE

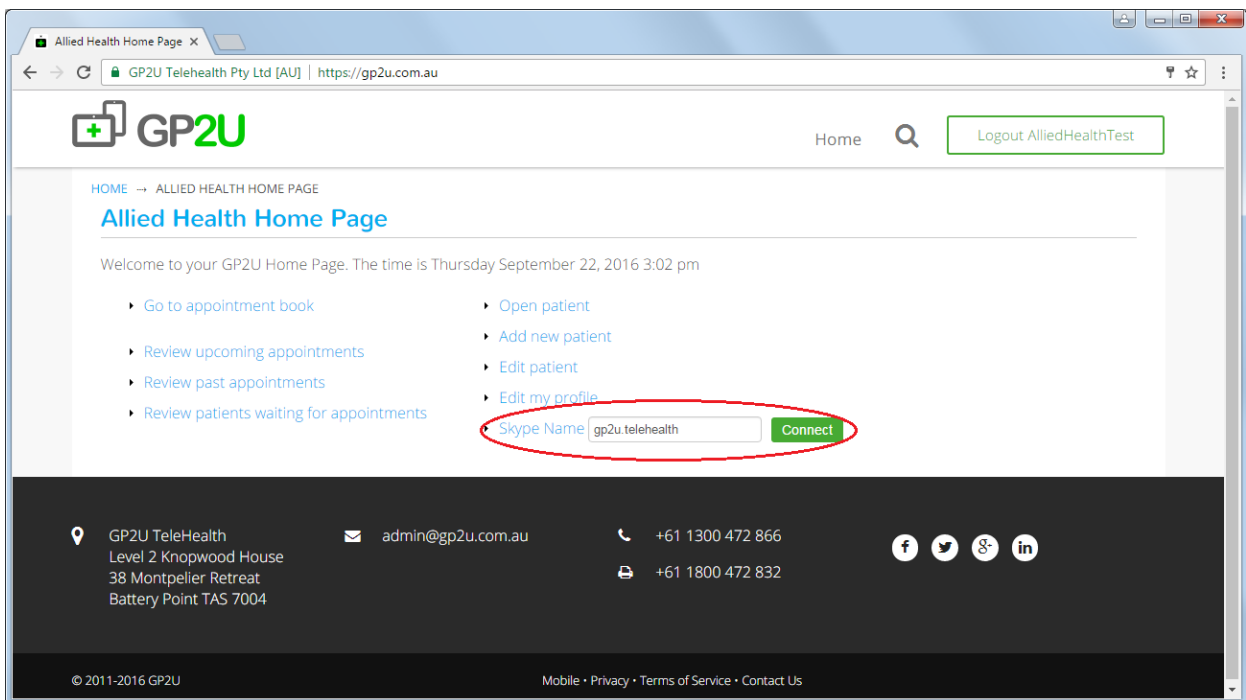
## SKYPE NAME

This will automatically connect you to any Skype address, just type in the name and click “Connect”. Please make sure you have Skype already active and running on your computer, otherwise you will be prompted to install it.

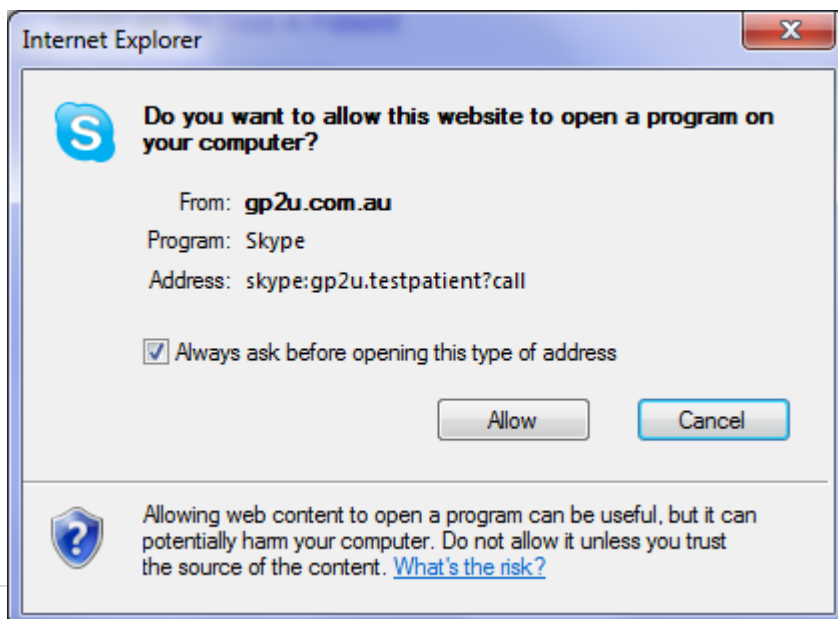
## SKYPE TROUBLE SHOOTING

Normally connections are handled automatically but if you ever have the need to connect to Skype account you can do so without having to exchange connection details.

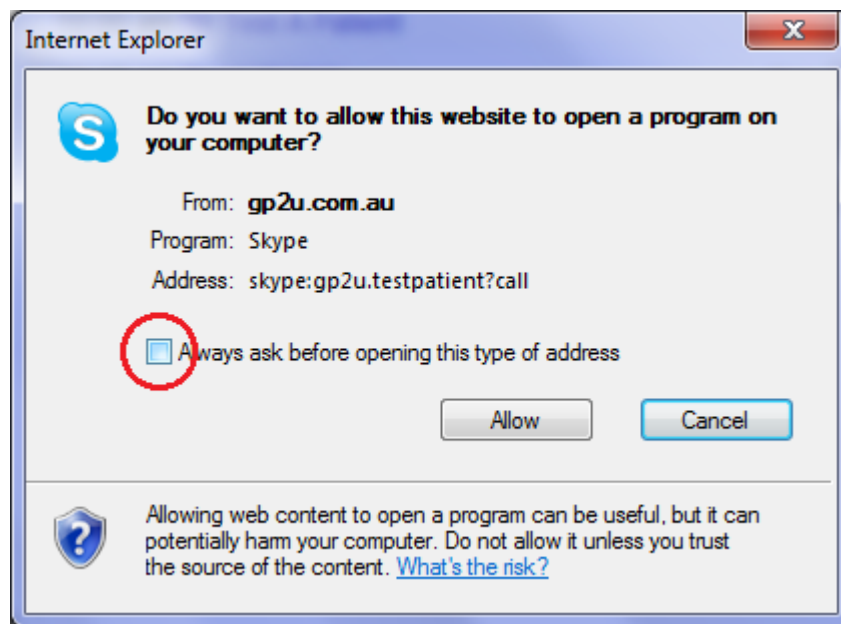
From your home page simply enter the Skype name you wish to connect to (the default is us – gp2u.telehealth) and click “Connect”.



The first time you use this link you will get the following messages:



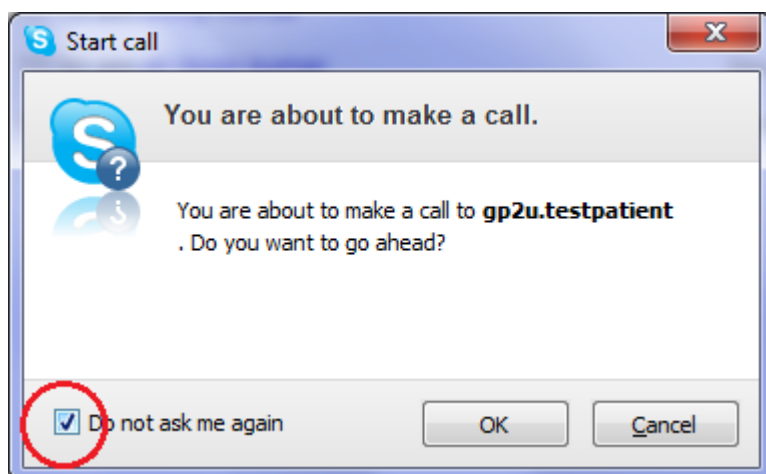
Click on the check box before "Always ask before opening this type of address" to remove the tick and then click Allow:



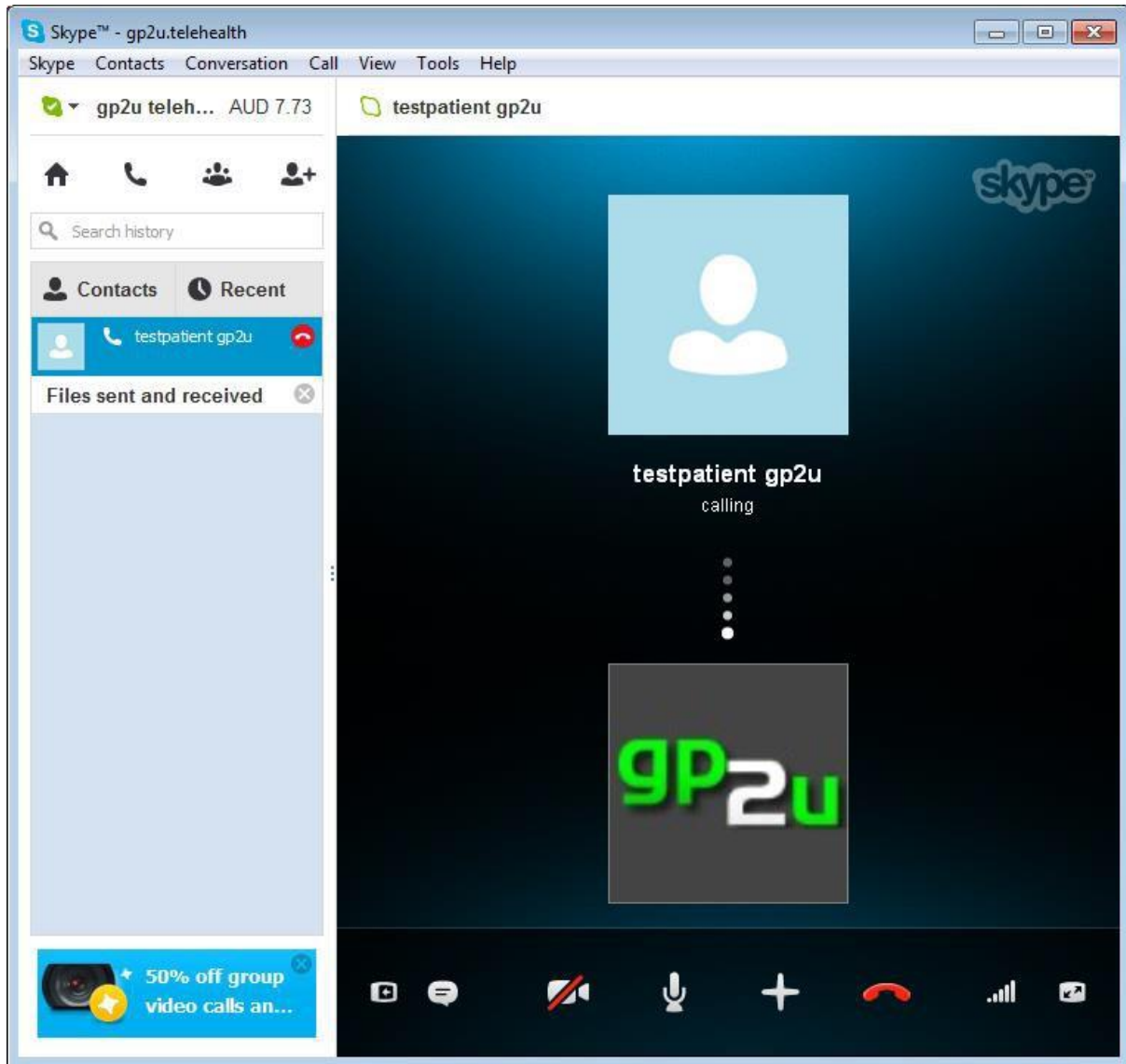
Next you will see this prompt:



Click on the check box before "Do not ask me again" to add a tick and then click "OK":



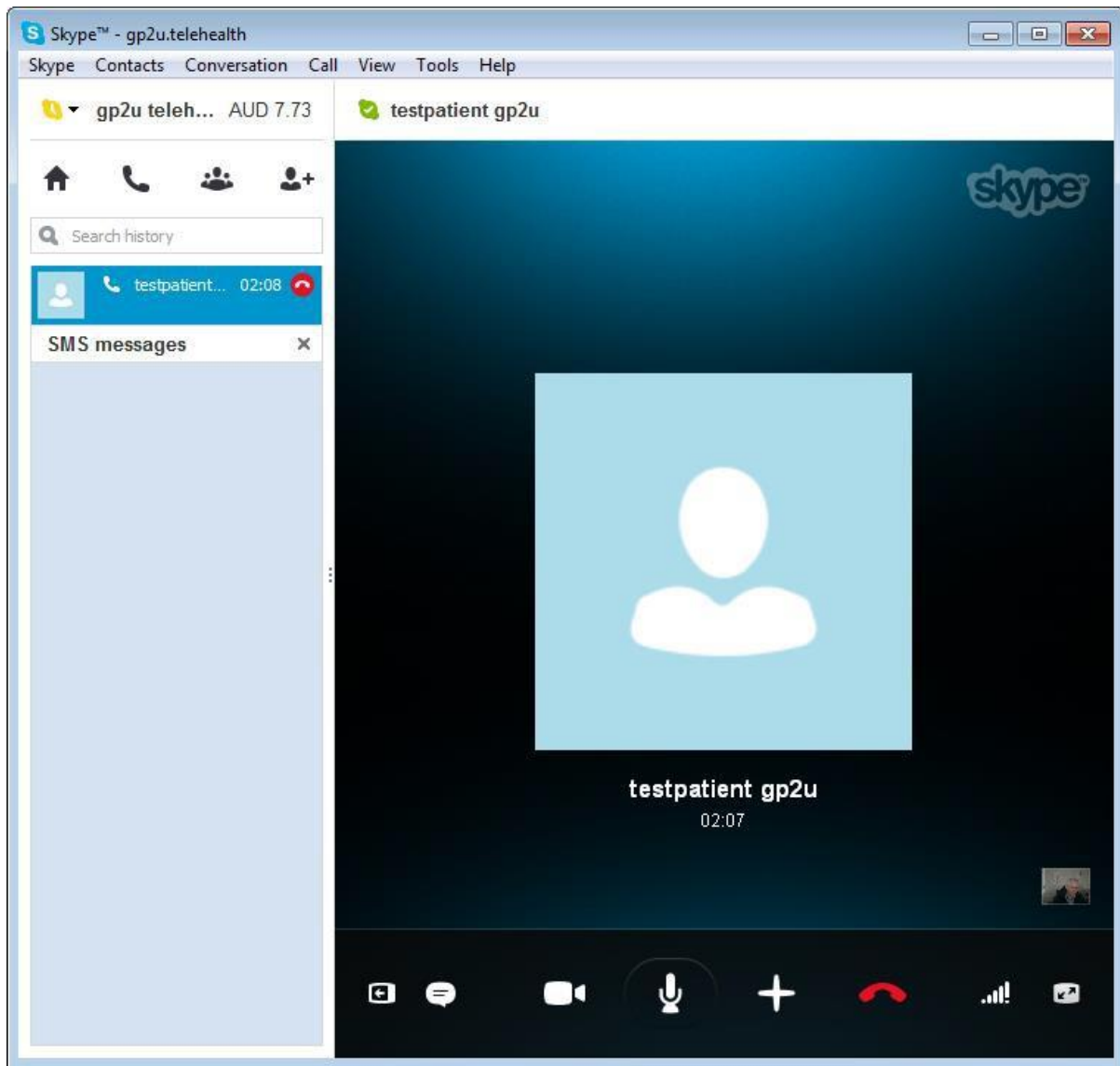
The next time you press [Connect] you will not see these prompts. Skype will place the call immediately.



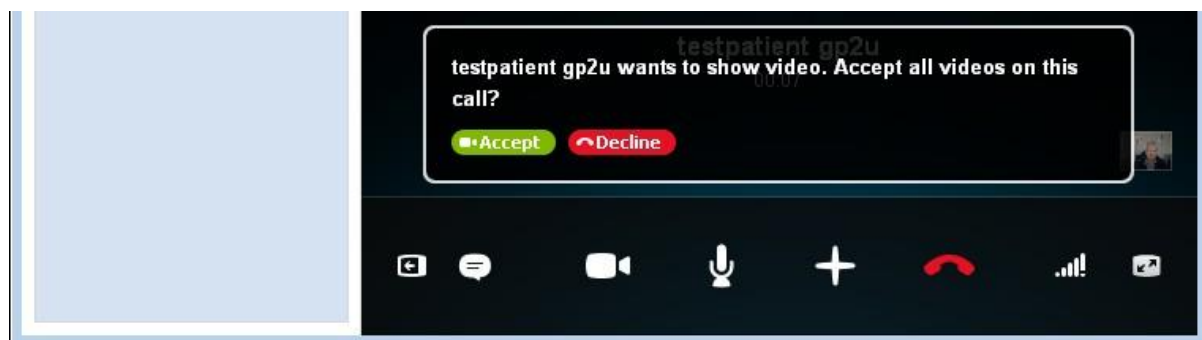
So now you've done that once you should never be troubled about it again and pressing the connect button in the appointment book should just work.

Please note that in this picture the camera is turned off – see the diagonal red line? In a perfect world you won't see this, however if you do, just click on the camera to turn the video on. Your patient may also need to click on the video camera icon to turn their video on.

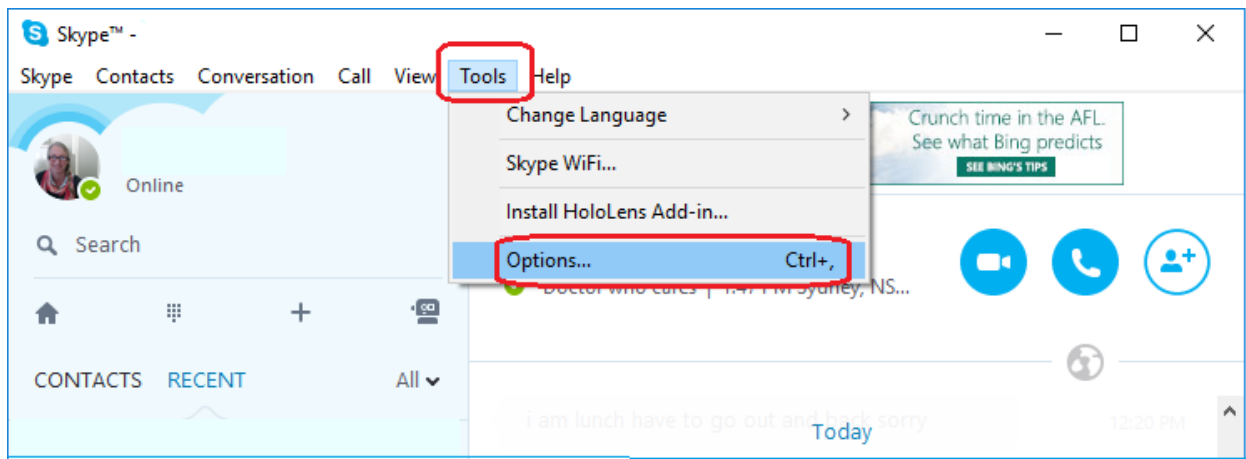
If you see a blank screen like this:



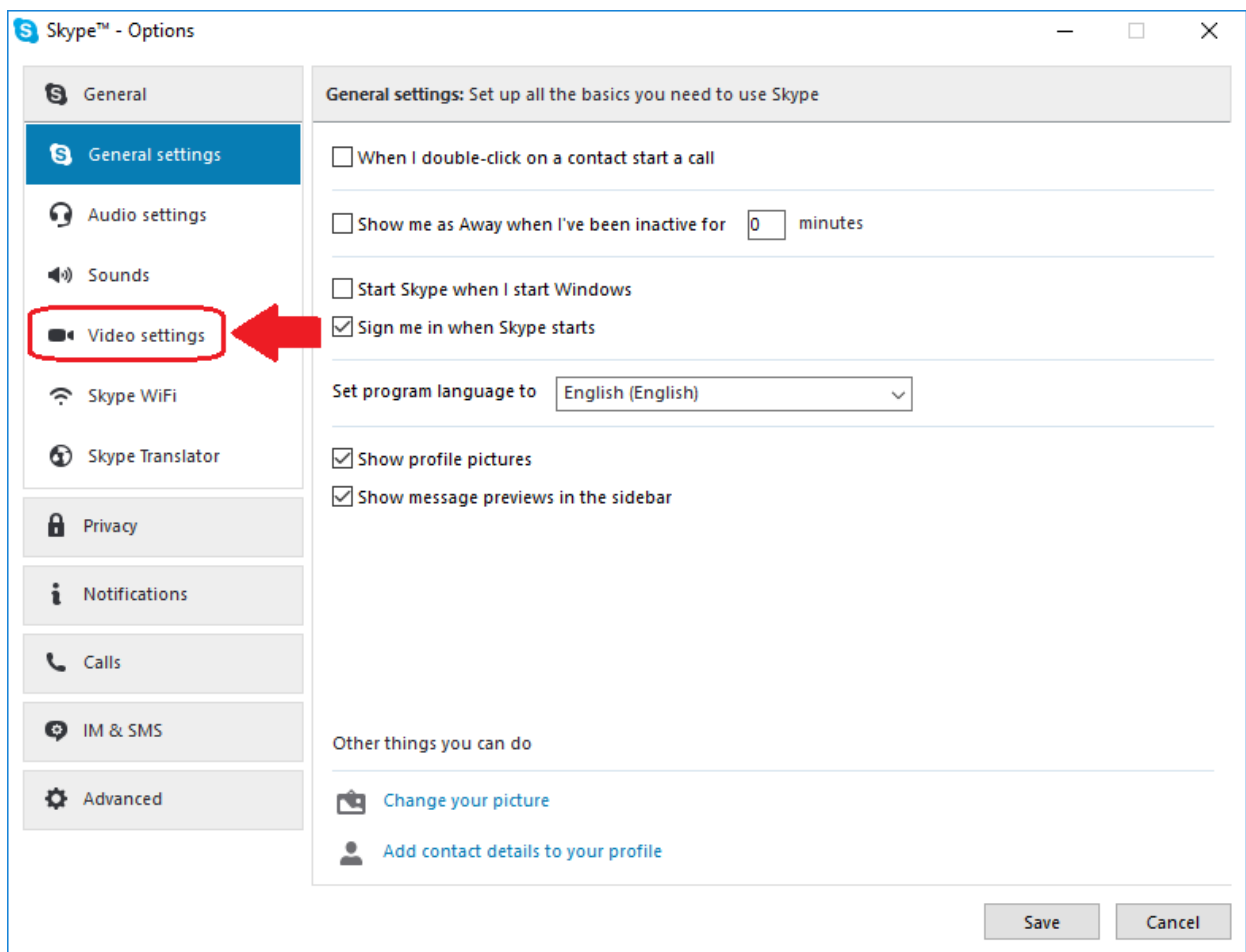
Simply tell the patient to click their camera on. You will then see a message like this appear:



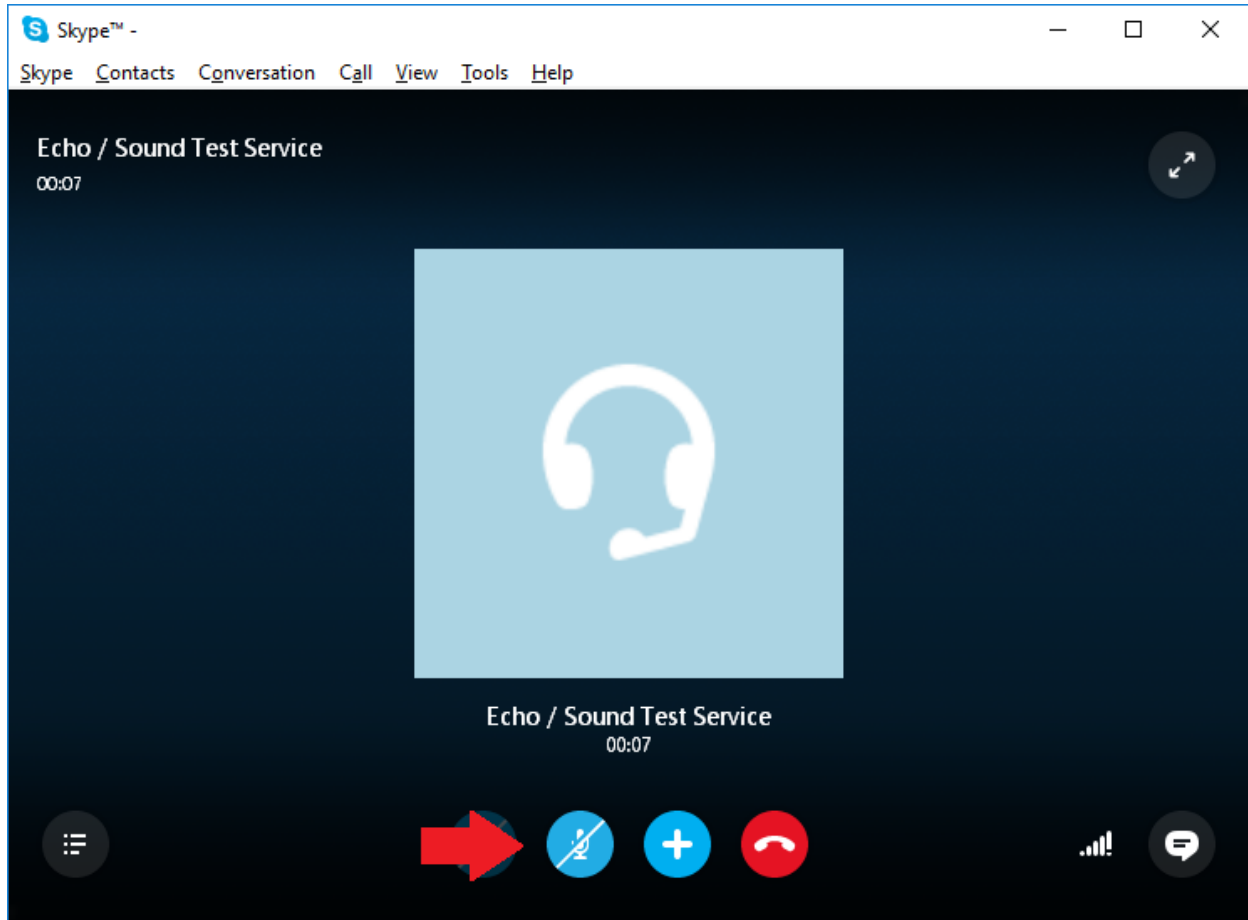
Click on the "Accept" button. You can stop this message appearing by changing the default setting for video. Select Tools | Options from the main Skype menu:



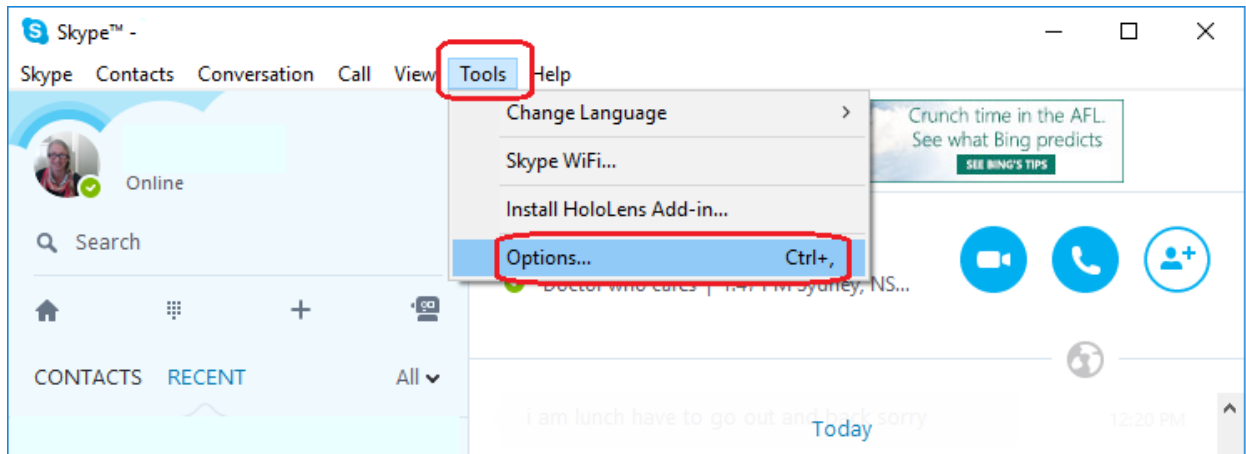
Then select “Video Settings”, click on the radio button next to “anyone” as show and click “Save”. Now you won’t get asked if you want to accept videos again.



Please note that both you and the patient have the ability to mute your microphones. This is not the default but if you can't hear each other this is a very likely culprit.

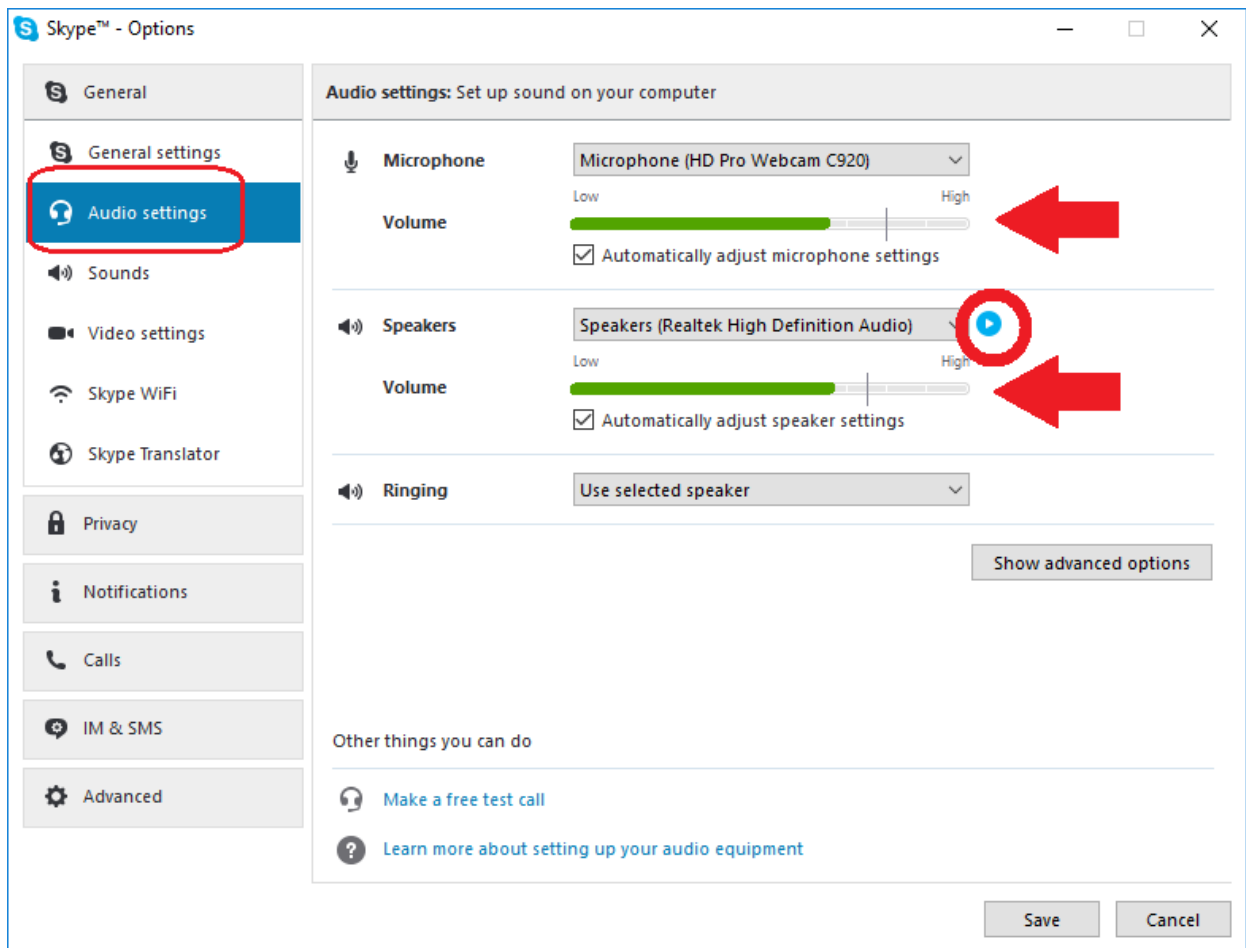


If you can't see or hear the patient make sure your microphones are not muted, your video is switched on and your speakers are switched on. You can test your camera microphone and speakers by selecting Tools | Options from the main Skype menu.



Click on the "Audio settings". When you speak you should see the volume bar move in the microphone section. If not, click on the drop down list and select the correct device.

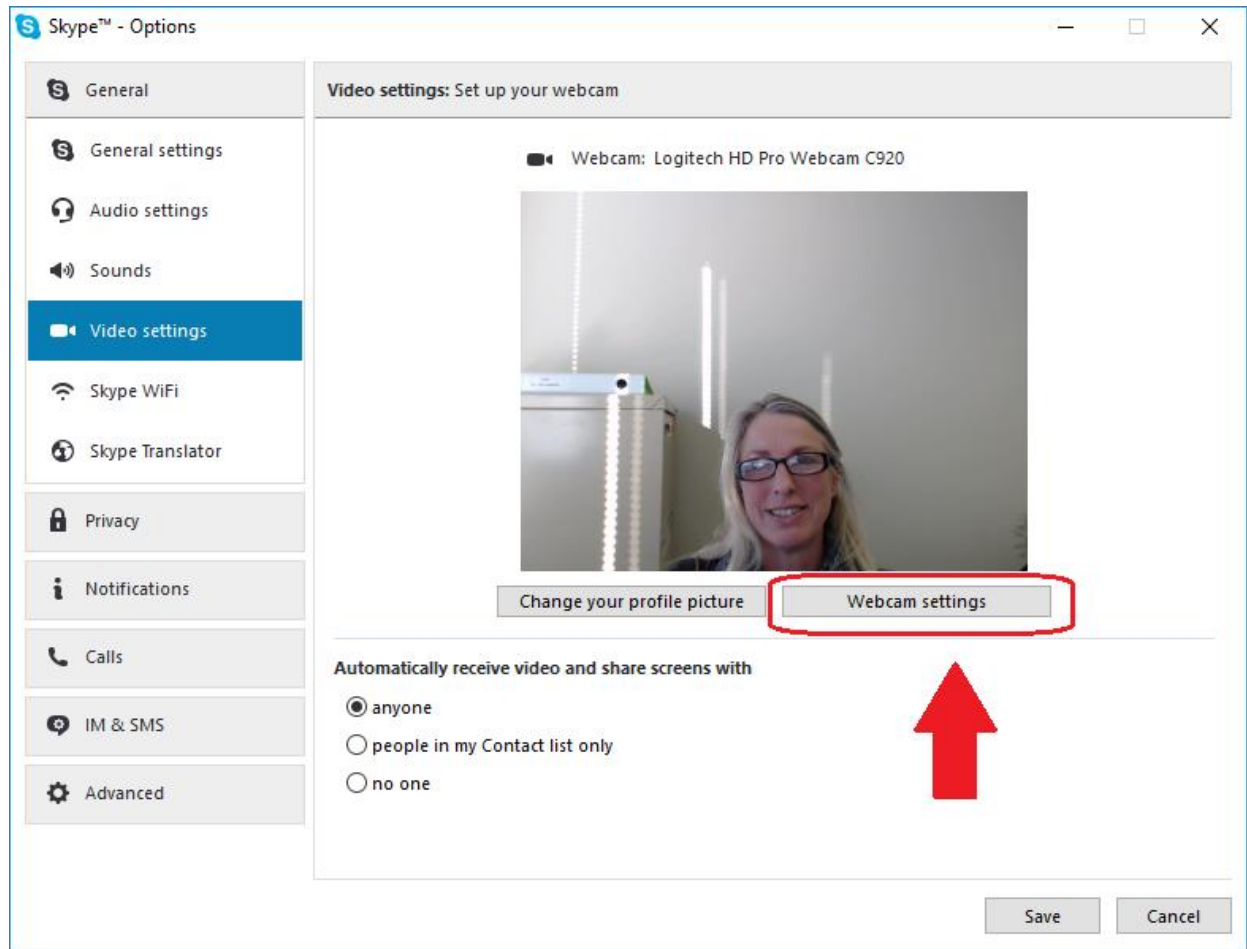
Similarly, when you click the little green play button (circled) you should hear sound. If not, click on the drop down list and select the correct device.



Don't forget to click "Save" if you make changes here!



Now check your video settings. You should see a picture of yourself. If not, click on the “Select webcam” drop down list and select the correct device.



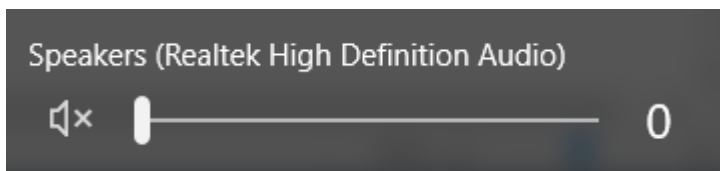
Remember that your computer also has a separate volume control. On Windows it is down at the bottom of the page on the right hand side.



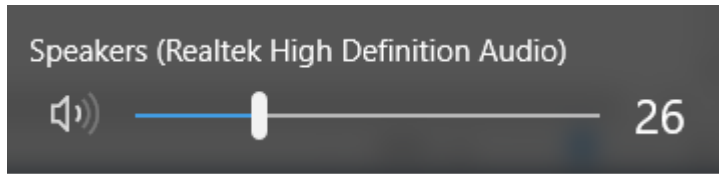
Here is what it looks like muted. Notice the 'X' next to the speaker symbol.



Click on the speaker to bring up the volume control. Click and slide to the left to decrease volume until the mute icon appears 'X'.



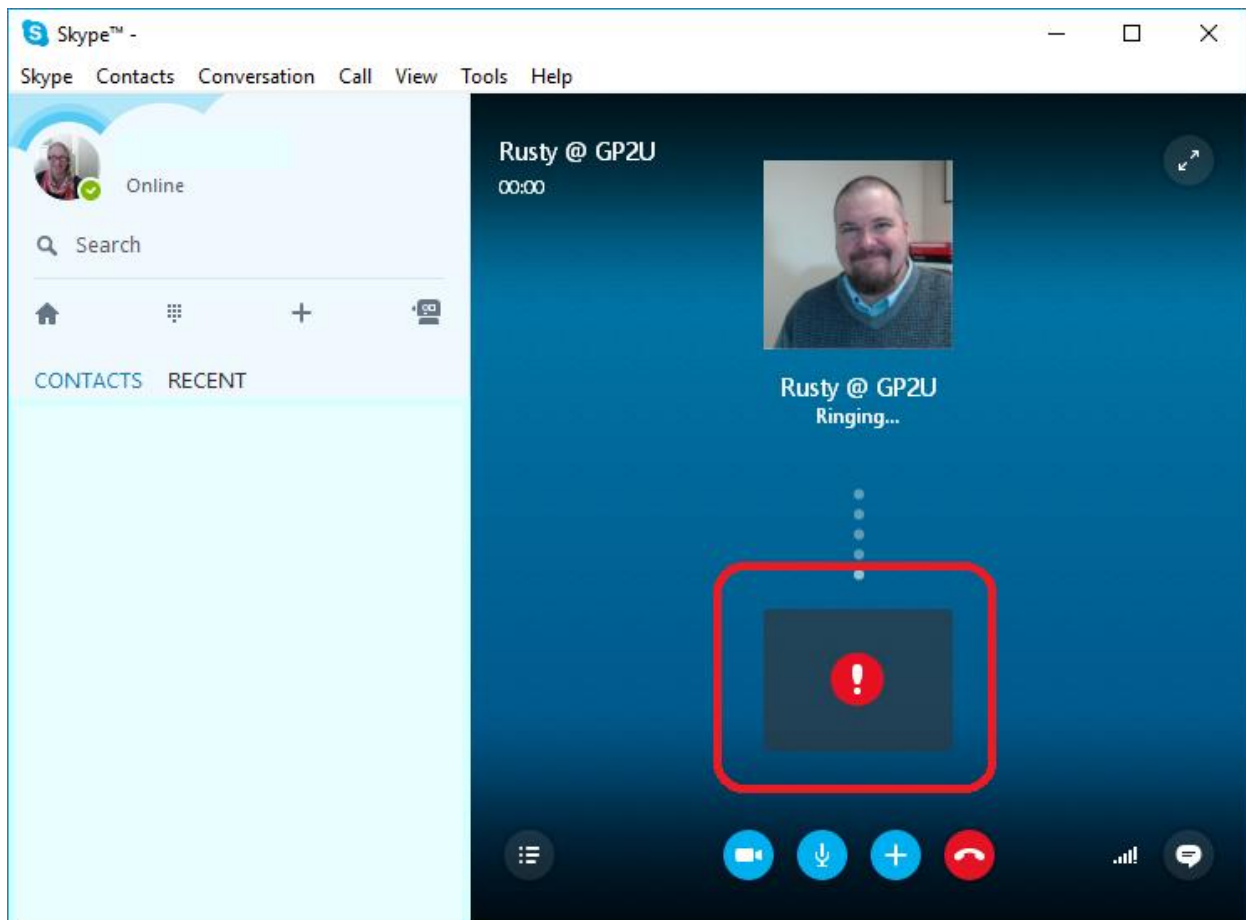
You can drag the slider to the right to turn up the volume



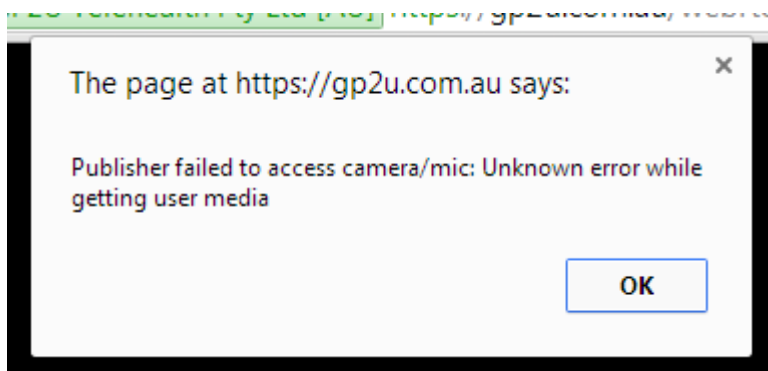
Finally, you should **note that only one piece of software can be in control of your camera at a time.**

If you have WebRTC or Facetime open, and are using the camera for those programs, then Skype cannot access it and vice versa.

Here is what Skype looks like when it cannot get hold of your camera:

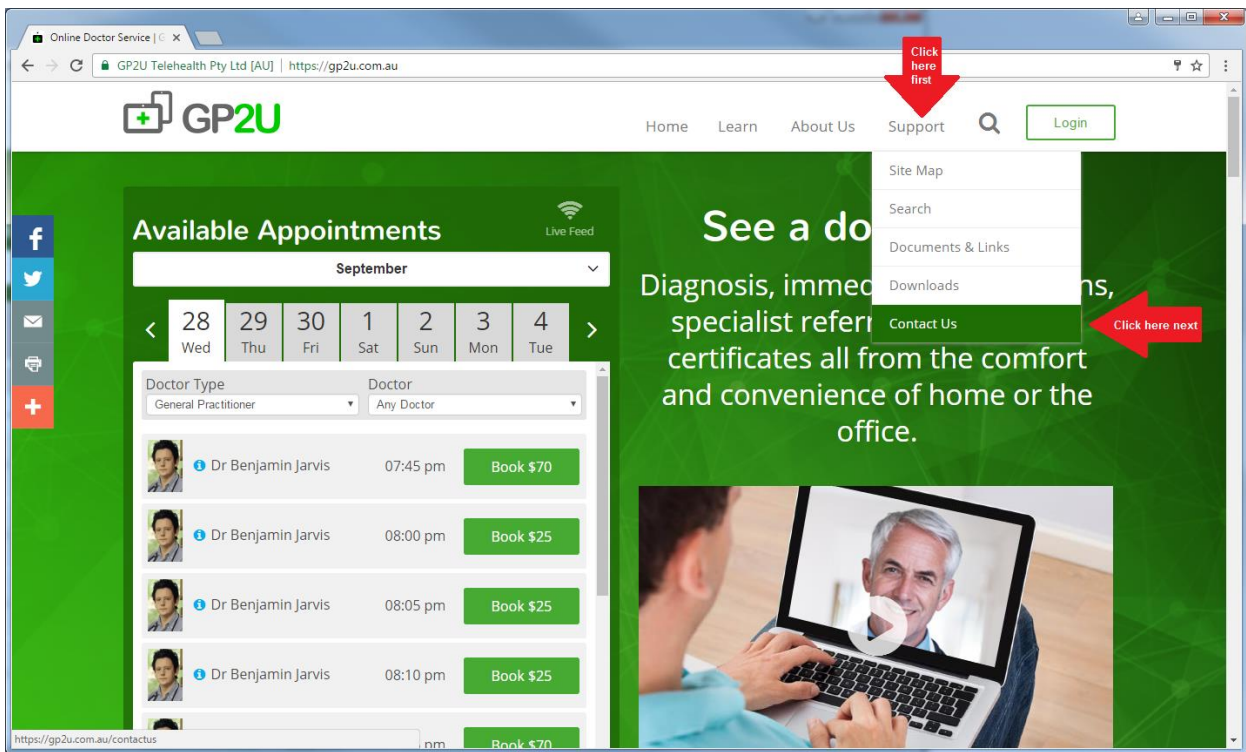


WebRTC is a bit more helpful. It will give you an error message like this:

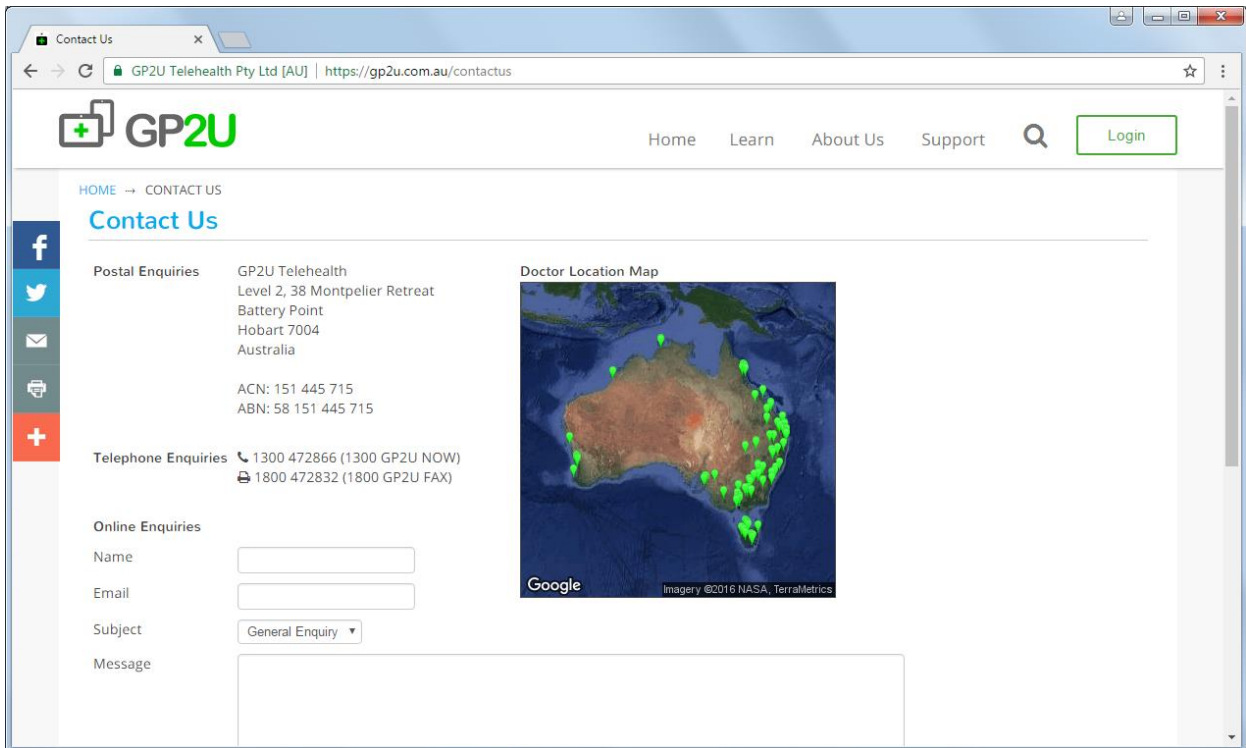


# CONTACTING US

To contact us simply go to the homepage, and click on “Support”, then scroll down to “Contact Us”.



This will bring up our “Contact Us” page:



And that’s all folks.