

# New Organisation Setup Details

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Complete and return this form and send to [support@wentwest.com.au](mailto:support@wentwest.com.au)

If you have any queries, contact Helpdesk on 8811 7117

## Organisation details

Date submitted	
Organisation name	
Your organisation website (home page link)	
Name of initial clinic/waiting area (that callers will access via video call. More can be added once organisation is set up by the organisation administrator)	
Clinic description (A sentence or two about the service accessible via video)	
Organisation logo (link to logo image or attach file)	
Organisation privacy policy URL (references as patients enter a waiting area)	

## PHN affiliated to (if applicable)

Name	Western Sydney Primary Health Network (WSPHN)
Email address	<a href="mailto:support@wentwest.com.au">support@wentwest.com.au</a>
Phone number	8811 7117

## Practice Manager/Principal

The person with overall operational responsibility for implementation and adoption of video consulting using Video Call.

Name	
Email address	
Phone number	

## Practice IT provider

The person with overall responsibility for ensuring the video call access works well from a technical perspective.

Do you want WSPHN to contact your IT provider directly?

Name	
Email address	
Phone number	

## Local Administrator Details (Practice Manager/Principal)

People who will administer the organisation, waiting areas and meeting rooms in the video call management platform.

Name	
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COMMERCIAL IN CONFIDENCE

Classification: For Official Use Only

Email address	
Phone number	

Name	
Email address	
Phone number	

**Authorised by (Person within the organisation that is being set up)**

The person authorising the creation of the organisation and initial waiting area in video call.

Name	
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**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 and 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 <b>000</b> (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/email 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

WentWest operates as Western Sydney Primary Health Network