

Frequently asked questions (FAQs) for Health Centres

1. Can I offer video call appointments for patients to book?

You can designate certain appointment times in your Medtech32 and Medtech Evolution appointment book templates as Video Call. You do this by entering **MMHVC** in the "Session Name" field when publishing your appointment templates in the usual manner.

2. What is the duration of a Video appointment?

Video calls can be for any duration you specify in the PMS appointment template. You can have 5 minute short appointments, 15 minute standard appointments or 30 minute or extended appointments.

3. How can a Doctor or Nurse initiate a video call without an appointment?

Yes, we have a feature call On Demand Video Call. A Clinician in the Health Centre can send an invite for a Video call to a patient registered to ManageMyHealth using the "Compose Message Screen" in the PMS. The invite can be for today or for future(there is an option to select the date and time).

4. What device is required by Clinicians in the Health Centre to do a video call?

Clinicians in a Health Centre can either use a tablet or computer. If you want to use a tablet, then you can use Android Tablet or iPad. You will need to install the ManageMyHealth App on the tablet or iPad.

If you want to use a computer, then you can use a Windows computer with the **Google Chrome Browser**.

Please note: You can't use Internet Explorer and Microsoft Edge Browsers for Video Calls. We do not support Video Call technology for these browsers at present.

You can find additional information in under Item 4 in the System Requirements section online: <https://www.managemyhealth.co.nz/m/Misc/SystemRequirement>

5. Can Clinicians use the same workstation where they have their Practice Management System?

We do not recommend Clinicians do Video Calls using the same workstation which is running the Practice Management System. This is because minimising your practice management system screens and video call browser windows during a video consultation can be very distracting and is not good video consultation etiquette and does not convey a professional image.

6. Can Clinicians use their mobile phone for a video call?

We do not recommend Clinicians use their mobile phone for Video Consultations. This is because incoming phone calls, text messages, emails and other mobile notifications will interrupt and cause distractions. This does not convey a professional image and is not considered good video consultation etiquette.

7. What device does a Patient need to join a video call?

Patient can join a video call using the ManageMyHealth app on an Android device (phone or tablet) or on an iPhone or iPad.

For a video call, the camera, microphone and speaker must all work at the same time. The advantage in using a phone or tablet, is that most patients are already familiar with how to do a video call using a phone or tablet due to using social video apps like Skype, Face Me, WhatsApp or WeChat.

8. Do patients get reminder for Video call appointments?

Yes. Patients get Video appointment reminder 2 hours before an appointment.

9. During a consultation, if a video call gets disconnected what happens?

The party that got disconnected can reconnect by clicking the same button to re-start the video call.

10. What are the factors that can impact the quality of a video call?

The quality of each video call will depend on factors such as the device used and the quality of the internet connection of each party on the video call. In a health Centre, please ensure that you have sufficient Internet data and bandwidth to support video calls in addition to your Internet data and bandwidth required to support your practice management system and other business applications. We recommend you discuss your plans to do video calls with your IT/Network service provider and Internet service provider.

11. As a Health Centre, can I have terms & conditions for Video calls that patients must agree to?

Yes, each Health Centre can specify their own terms and conditions, which a patient must agree to when booking a Video appointment.

12. How do I pay for Video Consultations?

Video Calls are charged using a Prepay system very similar to SMS. The ManageMyHealth Video Consultation Service incurs usage charges which are billed in units called “Video Credits” depending on the duration of the Video Call. Video Credits can be purchased in bundles of 100 Video Credits each for \$100 (Excl. GST). This works out to 1 Video Credit = \$1. Video Credits are non-refundable and do not expire.

13. How does Video Calls of different durations get charged?

The current usage charges for Video Calls on ManageMyHealth are as follows and these may be subject to change by ManageMyHealth giving 30 days’ notice to us via email.

#	Duration of Video Call	Usage Charge
1	A short consult video call lasting up to 5 minutes	1 Video Credit
2	A standard consult video call lasting up to 15 minutes	2 Video Credits
3	An extended consult video call lasting up to 30 minutes	4 Video Credits
4	Any video call longer than 30 minutes will be charged in 15 minute blocks	2 Video Credits per 15 Minute block

14. Do Video Credits expire?

No they don’t expire.

15. What happens when my Video credits runs out?

Your Credit never runs out. Your Video credits will automatically top up when your balance reaches 20. You never have to worry about not being able to do a video call because you ran out of Video credits.

16. Where can I get more formation about the ManageMyHealth Video Consultation solution?

We have a dedicated page <https://www.managemyhealth.co.nz/m/Solutions/VideoConsultation>

17. How do I request for the activation of the ManageMyHealth Video Consultation solution?

You need to complete a Service Activation Form and email to support@managemyhealth.co.nz



MMH VC - Service
Activation Form.pdf