

# Virtual Inpatient Care QRG

## Setting up Remote Citrix Access for Virtual Inpatient Care

This QRG is designed to provide the resources to facilitate the setup of the Remote Clinical Desktop and WebEx to facilitate Inpatient Virtual Care includes:

- Set up of the Remote Citrix App
- Access to the LIVE EMR remotely
- Set up of WebEX
- Splitting the screen to have each program side by side

### Setting up Remote Access Citrix App

1. Remote access requires your mobile phone number to be up to date in [HR21](#) as it is required for SMS two-factor authentication.
2. It is recommended that you download the Monash Health Remote Access Citrix App on a business day between the hours of 0800 – 1700 so you can call IT for support if required – 95947255 (option 1).
3. Click on the following link to the Citrix Remote Access App and follow the prompts: <http://portal.monashhealth.org>
4. Alternatively, download the Citrix Remote Access instructions by clicking on the following link: [https://coronavirus.monashhealth.org/wp-content/uploads/2020/04/Citrix-Portal\\_Windows\\_10\\_Desktop\\_Remote-Access\\_User-Guide.pdf](https://coronavirus.monashhealth.org/wp-content/uploads/2020/04/Citrix-Portal_Windows_10_Desktop_Remote-Access_User-Guide.pdf)
5. If your computer is already Citrix enabled, log in [here](#) via your internet browser

### Open the Live EMR Domain

1. In the Remote Desktop Viewer click on the DESKTOPS icon in the banner bar

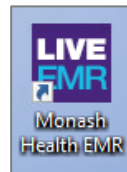


2. Select the MH - Clinical Desktop



MH-Clinical Desktop

3. Click on the Monash Health LIVE EMR access icon

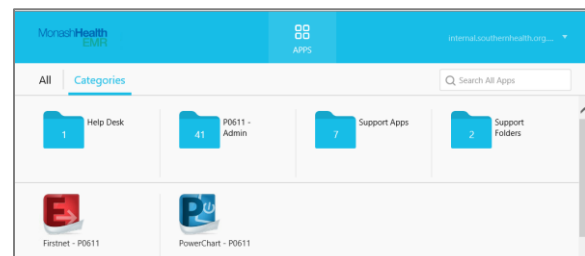


4. This screen should be visible. Enter your Monash Health login details

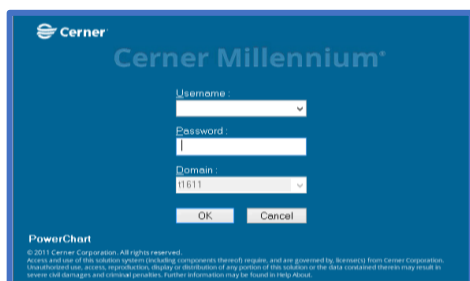


Monash Health EMR login screen showing fields for User name, Password, and Domain (internal.southernhealth.org.au).

5. Click on **PowerChart**

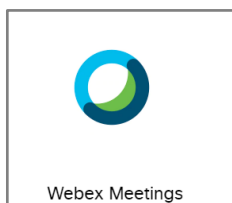


6. Enter your Employee Number and password to enter the LIVE EMR



## Starting your Virtual Inpatient Care Session on WebEx

1. Before you are due to your Inpatient Virtual Care shift (if possible on the day prior to your Shift) click on the following link: <https://cart.webex.com/sign-up-webex>
2. Follow the prompts to download the WebEx Meeting and Teams App to your personal device (computer, tablet or smartphone), you may need to open the downloading process from your computer downloads

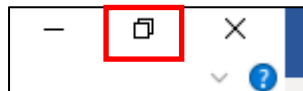


3. Sign in with your Monash Health email account, and then select 'next'. If you do not have a Monash Health email account, use your private email account. Click on **Next**.

Open Webex teams on your personal / 2<sup>nd</sup> device and enter the meeting ID corresponding to the link sent. **DO NOT** click the link if you are using email on the Citrix Clinical Desktop.

4. Ensure your computer microphone and camera are working prior to the session

## Setting Yourself Up

1. Have both the Webex and the Live Domain open in separate windows
  - If using two computers
    - Login to the Webex on one computer and Live Domain on the second computer
  - If using one computer and 2 screens
    - Have Webex open on one screen and Live Domain open on the second screen
  - If using one computer and one tablet or smartphone
    - It is recommended that you have Citrix /Live Domain on the computer screen to allow you to enter any information required (this means you will have the webinar on the smaller screen of your tablet or smartphone)
  - If using one screen minimise the Webex and Live Domain windows so they are both visible at the same time
    - To minimise each window, select the box at the top right of the corner of the window
 
    - Hover over the edges of the window to display the arrow icon and drag the window to the appropriate size.

Repeat the window resizing for the 2<sup>nd</sup> Window.