

The Loddon Mallee Regional Palliative Care Consultancy Service

Invites Residential Aged Care Staff to attend Videolink Education sessions on the



3rd Monday of every month

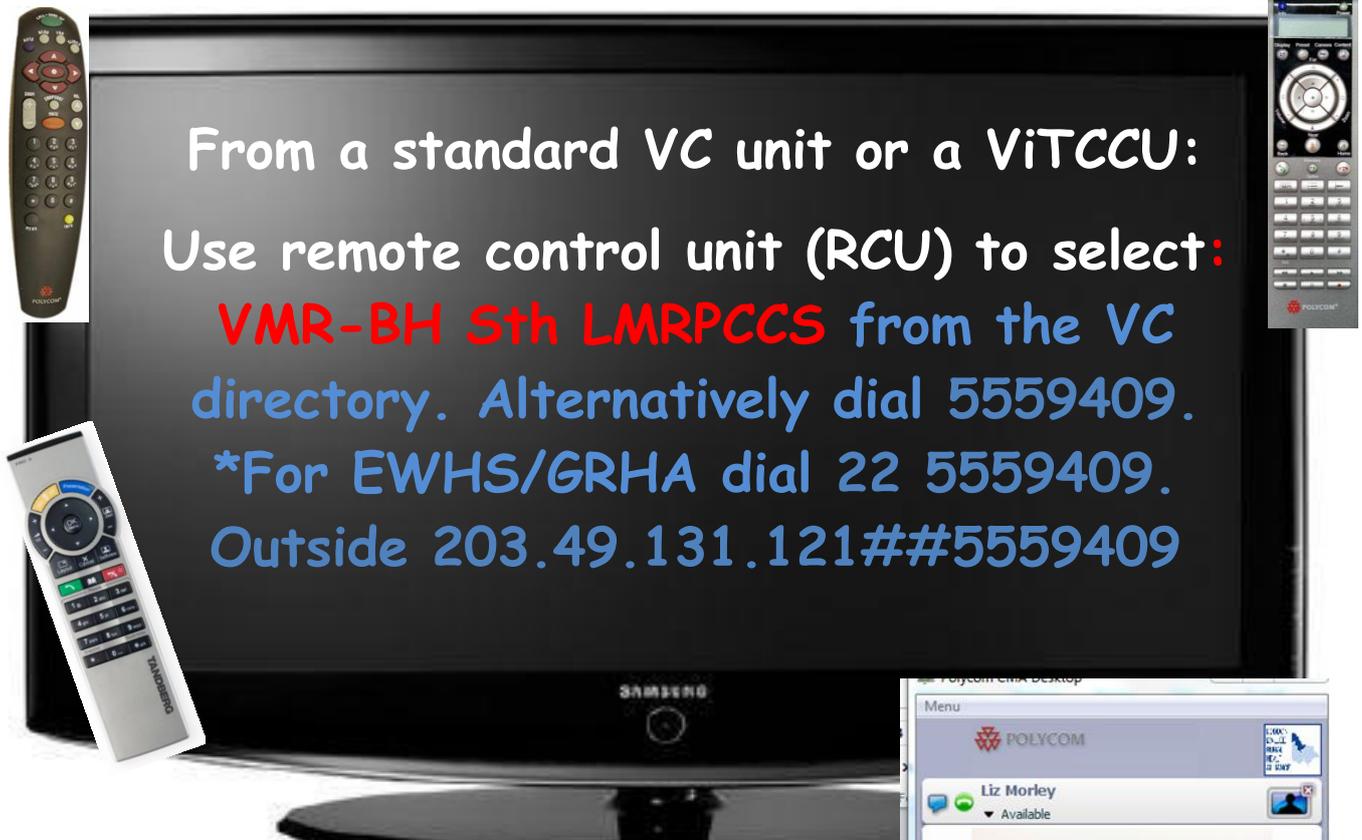
Time: 2.30-3pm

Topic	Date
What is a Palliative Approach? When should it start?	February 17 th
Nausea & Vomiting	March 17 th
Shortness of Breath	April 21 st
Pain Assessment in RACFs	May 19 th
Nutrition and Hydration	June 16 th
Communication with GPs	July 21 st
Delirium	August 18 th
Terminal restlessness	September 15 th
Diagnosing Dying	October 20 th
Using an End of Life Care Pathway	November 17 th
Dementia and Palliative care	December 15 th

Please see REVERSE for instructions *on how to use* the videoconferencing equipment. It is advised that a copy of this information be posted in a prominent place nearby your videoconferencing equipment, to ensure users have access to this when dialling into the Residential Aged Care Videolink Education sessions.

Thank you.

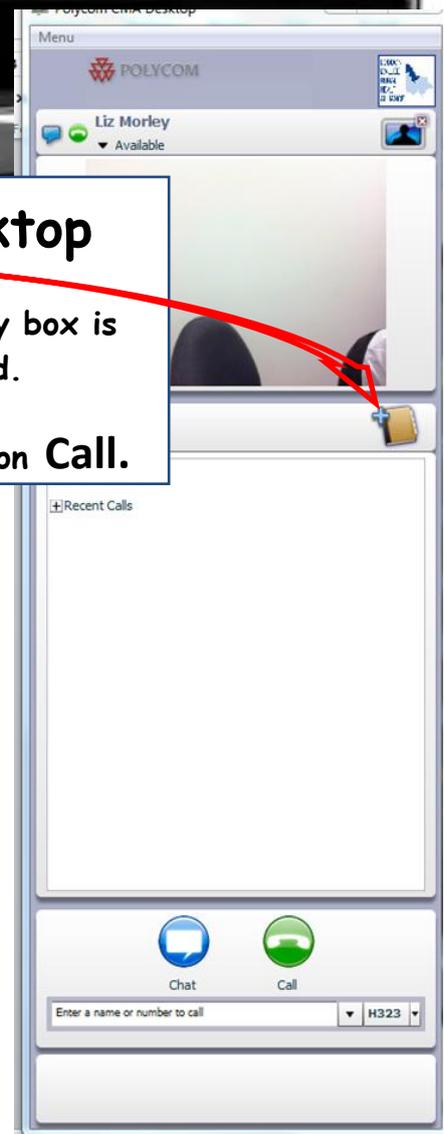
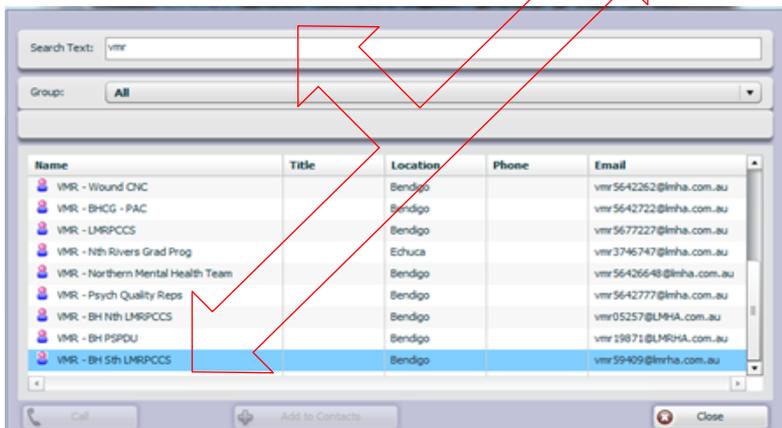
How to use a Virtual Meeting Room



From your Polycom CMA desktop

Double click on the directory. When the directory box is displayed, enter VMR in the Search Text field.

Select VMR- BH Sth LMRPCCS and click on **Call**.



It is your responsibility to book the VC equipment, and to check the equipment prior to the meeting.

**IF YOU ENCOUNTER TECHNICAL DIFFICULTIES DO NOT CALL
LMRPCCS. PLEASE FOLLOW THESE INSTRUCTIONS:**

**For technical support and all other faults contact the Telstra
iVision Service Desk:**

1800 011 080

Select OPTION TWO

State you are calling from a **Loddon Mallee Rural Health Alliance VC** site.

The person who takes the call may be able to help you trouble-shoot, or rectify the fault while you are on the phone. If not, the call-taker will advise you as to what action will be taken.

Please ask for a “ticket” number for the fault so the fault report can be tracked and followed up.

If the fault does not prevent the VC unit / ViTCCU from being used, therefore not urgent, you can report the fault by email. An example of a non-urgent fault is when you cannot control the far-site camera. Or, if it took two video-calls to successfully connect. The first unsuccessful call should still be reported to Telstra at:

conferenceassist@team.telstra.com

It is **important** that all faults, including end-user, and those that may have self-rectified, are reported. This enables Telstra, Polycom and the Loddon Mallee Rural Health Alliance to improve video-conferencing for all users.



**LODDON
MALLEE
RURAL
HEALTH
ALLIANCE**

For education and more information about using ViTCCUs and video-conferencing in clinical situations, contact:

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