



Telehealth Superstar Checklist

Congratulations on joining Australia's top telehealth platform! You're now part of a transformative group of clinicians shaping the future of healthcare for the better. Pretty soon, you'll enjoy enhanced flexibility, time savings and cost-effectiveness.

We know you've got a demanding day job, so we've made things easy for you. All you have to do now is **follow our checklist for optimal success** in your virtual clinic over the next two weeks. Let's make it an amazing experience!

STEP 1: LOGIN DETAILS

I know how to log in

To log in, go to www.coviu.com and enter the **email** you set up the account with, as well as the **password** you created. If you can't remember your password simply select 'password reset' and choose a new one.

EMAIL: _____

PASSWORD: _____

I've watched the introduction video and am ready to go

We recommend that first-time users watch the [Coviu Overview Video](#) to understand what to expect. It is 7 minutes well spent!

STEP 2: PHYSICAL SET UP

My room is set up for the ultimate experience. I have:

A quiet, private space — free from distractions

A well-lit room with the camera set to eye-level

The resources I will need for the consult ready beforehand e.g., pathology results, forms or notes

I have the right equipment for a successful video consultation

Camera (may be built-in)

Microphone (may be built-in)

Speaker (may be built-in)

Modern device such as a desktop computer, laptop, tablet or smartphone

Access to a stable internet connection

Update your web browser to the latest version and use recommended web browsers Google Chrome or Firefox

Second computer monitor (optional)

I've run a pre-call test and met all the requirements!

The [pre-call test](#) lets Coviu users and their clients or patients test their devices and setup (including call resources and internet connection) before joining a video consultation on Coviu.

STEP 3: CONFIGURING YOUR ACCOUNT TO YOUR NEEDS

I've invited my team members to my account

The first step is to invite team members to your account, so they can host calls or perform administrative duties. Your account administrator can do this by following the steps [here](#).

I've added any of the tools and assessments I need

Install any additional tools and assessments that you need to enhance your telehealth consultations from the 'Apps Marketplace' by following the steps [here](#).

I understand the features of the premium plan

Haven't got everything you want? Have you made sure that it's not a feature you would only receive with the premium plan [here](#)? Your free trial comes with some small limitations, although you still get a lot of features!

I've personalised the waiting area to work for me

Now it's time to make sure you configure your waiting area to match your [workflows](#), and improve your efficiencies by following the steps [here](#).

I've done the 45-minute Getting Started with Coviu course and am ready

Complete the 45-minute ['Getting Started with Coviu'](#) course, which explains Coviu's core features, followed by a quiz to assess your learning.

STEP 4: TEST SESSION

I know how to add a client to the waiting area

Choose someone to do a test session with, it could be a colleague, family member or friend. Assign them to be the client and practise picking them up from the waiting area by following [these steps](#).

I know how to send invitations to clients via email and SMS

Try sending your practice clients invitations via email and SMS by following [these steps](#).

STEP 5: TAKING THINGS TO THE NEXT LEVEL - GETTING SUPER SAVVY!

I know where to find helpful articles

We have a [comprehensive knowledge base](#) that can help you with most things from how to use features to our latest product updates.

I know where training videos are

Coviu has a [free online academy](#) with a library of videos to help you become a telehealth maestro.

I've kept a list of my questions and found someone to answer them

We want to hear all of your questions! If you don't know how to do something either use the live chat feature in your online clinic dashboard or [contact us](#) via one of the methods on our website.

STEP 6: GET READY TO ROLLOUT TELEHEALTH & SIGN UP

I'm confident I know which plan I need to match my workflow needs

Ensure your [Coviu plan](#) will meet your specific workflow needs. If you need to chat about it, call us on **02 7908 1346** or email support@coviu.com

I know who will champion the roll-out of telehealth

Identify who your change manager/telehealth coordinator will be, to smooth out processes. Think about staff responsibilities - technical set-up, bookings, advertising, administrative duties, patient intake, etc

I know that there are resources to help me market telehealth to my clients

Coviu offers a wide range of [resources](#) and personalised support to help you successfully [market the telehealth aspect of your business](#), as well as inform client resources such as info sheets and induction kits. Now you can tell all of your mates about us!

I've completed all the steps and I'm a telehealth superstar!

On behalf of Coviu, we welcome you to a wonderful community of healthcare professionals trailblazing healthcare outcomes through digital health. We look forward to embarking on this journey with you.