



HELP GUIDE FOR PATIENTS TO ACCESS VIRTUAL VISIT APPOINTMENTS

How to join Virtual Visit appointments



Help Guide for Patients to Access Virtual Visit Appointments

How to join Virtual Visit appointments

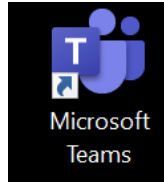
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How to join Virtual Visit appointments

Introduction

Lakeridge Health uses **Microsoft Teams**, a free service that is part of the Microsoft Office 365 suite. Microsoft Teams helps us enable Virtual Visit appointments.



You will be sent an email invitation from the Lakeridge Health outpatient clinic staff advising “*you have been invited to a Virtual Visit for your upcoming appointment*”. Within the email will be a link to join the meeting.

[Join Microsoft Teams Meeting](#)

[Learn more about Teams | Meeting options](#)

If you are not using Teams already, you can join:

- from your meeting invite through your browser, as a Guest
- or*
- download the Teams application to your device

The following information will be included in your meeting invitation:

- a) Confirmed Booking for PATIENTNAME
- b) VIRTUALAPPOINTMENTTYPE with PROVIDERNAME
- c) Date and Time
- d) Link to Join the Teams Meeting
- e) Preparation Instructions
- f) Instructions on How to Connect to the virtual meeting
- g) Phone Number for Help and Support
- h) An attachment to add the booking into their personal calendar

How to join Virtual Visit appointments

- ✓ A confirmation email will be sent to the patient with an attachment so they can add the appointment directly into their calendar. Please review the content of your email appointment confirmation for any special notes from the clinic specific to your visit. **(Tip: if you cannot see it in your Inbox, check your 'Junk' email/'Spam' folder.)**
- ✓ An email reminder will automatically be sent to the patient 1-day prior via email
- ✓ The time will be blocked in the care provider's calendar

Checklist for Patient Equipment

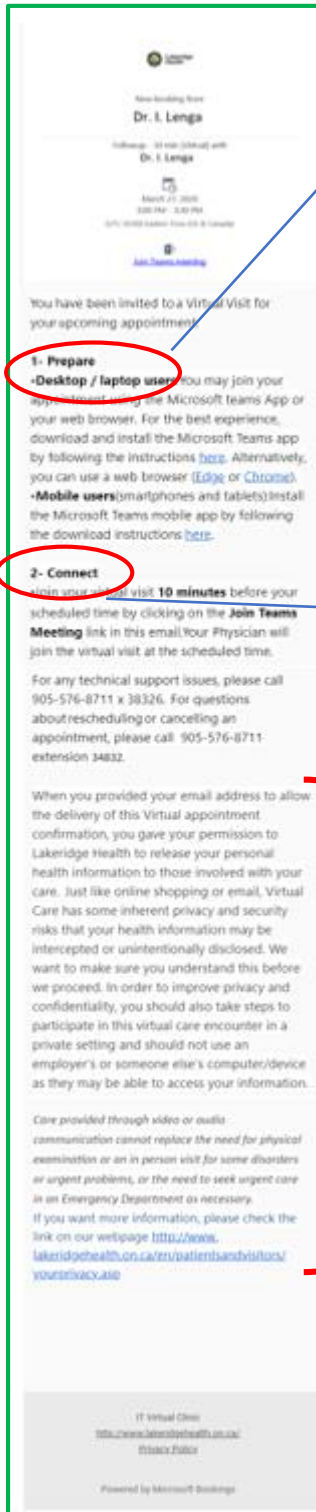
In order to participate in the Virtual Visit appointment, the booking clerk will have reviewed the following with you. For your information, we are including this list to ensure you are fully able to participate in the appointment.

Patient Requirements	<ul style="list-style-type: none"> <input type="checkbox"/> Familiarity/use of email (preferably not a shared email) <input type="checkbox"/> A telephone number that can be used to contact you during the Virtual Visit appointment if the internet connection fails <p>One of the following devices:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Desktop/laptop computer with webcam/microphone/speaker <input type="checkbox"/> Android Tablet or iPad (latest version) <input type="checkbox"/> Smartphone (Android or Apple) with camera (Blackberry not supported) <ul style="list-style-type: none"> <input type="checkbox"/> <u>Systems:</u> Windows Server 2012 R2+, Windows 10, or Windows 8.1 Mac OS X 10.11 El Capitan or later <input type="checkbox"/> <u>Browsers:</u> Google Chrome (preferred), Microsoft Edge
Internet Access required	<ul style="list-style-type: none"> <input type="checkbox"/> High speed internet, or <input type="checkbox"/> WIFI connection (a weaker Wi-Fi or 4G-LTE signal may interrupt the connection)

Please review the content of your email appointment confirmation for any requirements specific to your visit.

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Example of email invitation from Lakeridge Health provider



1-Prepare

- **Desktop / laptop users:** You may join your appointment using the Microsoft Teams App (Teams) or via your current web browser. For the best experience, download and install the **Microsoft Teams App** by following the instructions [here](#). If your current web browser doesn't support Teams, you will need to download one of the following web browsers ([Edge](#) or [Chrome](#)).
- **Mobile users**(smartphones and tablets): Install the Microsoft Teams mobile App by following the download instructions [here](#).

2-Connect

- Join your virtual visit 10 minutes before your scheduled time by clicking on the **Join Microsoft Teams Meeting** link in the invite email. Your healthcare provider will join the Virtual Visit at the scheduled time.
- For any technical support issues, please call our direct virtual help line 905-576-8711 extension 38326. For questions about rescheduling or cancelling an appointment, please call our clinic.

Consent Statement

When you provide us with your email address you give Lakeridge Health consent to send your Virtual Visit appointment confirmation via email. Both email and Virtual Visit appointments have some inherent privacy and security risks that include your personal health information possibly being intercepted or unintentionally disclosed. We want to make sure you understand this risk before proceeding.

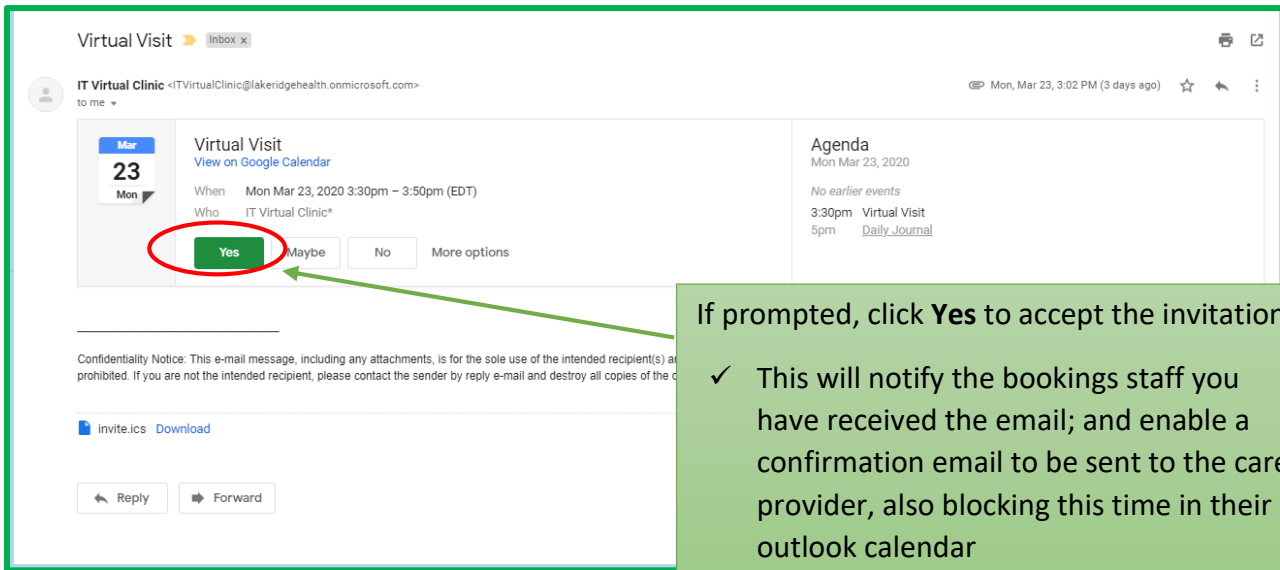
To improve your privacy, participate in Virtual Visit appointments in a private setting and do not use a shared computer/device, to avoid others possibly being able to access your personal health information.

Care provided through video or audio communication will be used where appropriate and possible to facilitate timely access to care in unique circumstances, but it does not replace the need for physical assessment and in person rehabilitation.

If you want more information, please check the link on our webpage <http://www.lakeridgehealth.on.ca/en/patientsandvisitors/yourprivacy.asp>

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Example of email invitation requesting Yes/No/Maybe response:



Virtual Visit inbox x

IT Virtual Clinic <ITVirtualClinic@lakeridgehealth.onmicrosoft.com>
to me

Mon, Mar 23, 3:02 PM (3 days ago) ☆ ↶ ⋮

Virtual Visit
[View on Google Calendar](#)

When Mon Mar 23, 2020 3:30pm – 3:50pm (EDT)
Who IT Virtual Clinic*

Yes Maybe No More options

Agenda
Mon Mar 23, 2020

No earlier events
3:30pm Virtual Visit
5pm [Daily Journal](#)

Confidentiality Notice: This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and is confidential. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

[invite.ics](#) Download

Reply Forward

If prompted, click **Yes** to accept the invitation.

- ✓ This will notify the bookings staff you have received the email; and enable a confirmation email to be sent to the care provider, also blocking this time in their outlook calendar

If additional reminders have been set up/enabled, patients will receive those on the specified days/times leading up to the appointment.

Note- to join the meeting, the 'Join Teams Meeting' link is in the original email invitation, not the reminder emails.

Time to Join Meeting

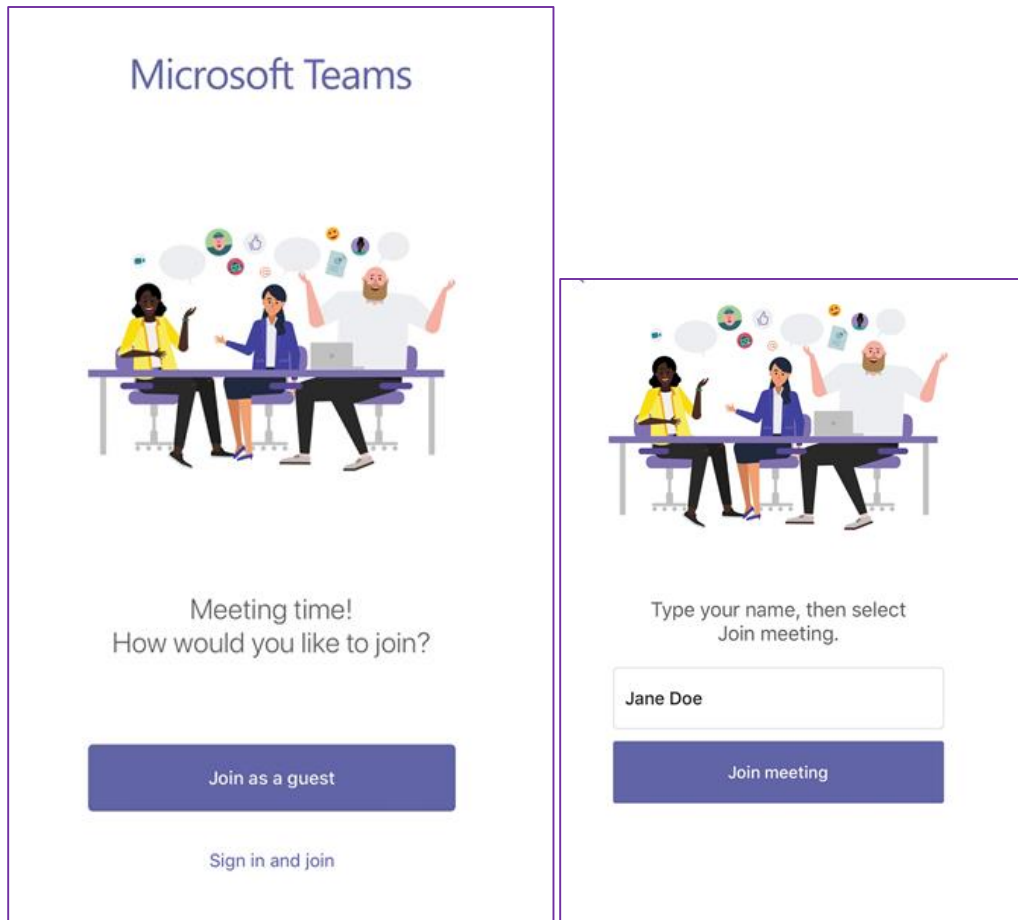
When your meeting time arrives, click on the link in your calendar invite to join.



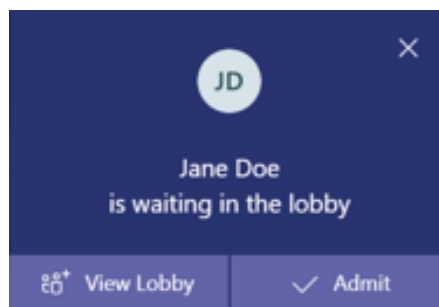
Please join ten minutes ahead to be ready for your provider.

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Joining as a Guest

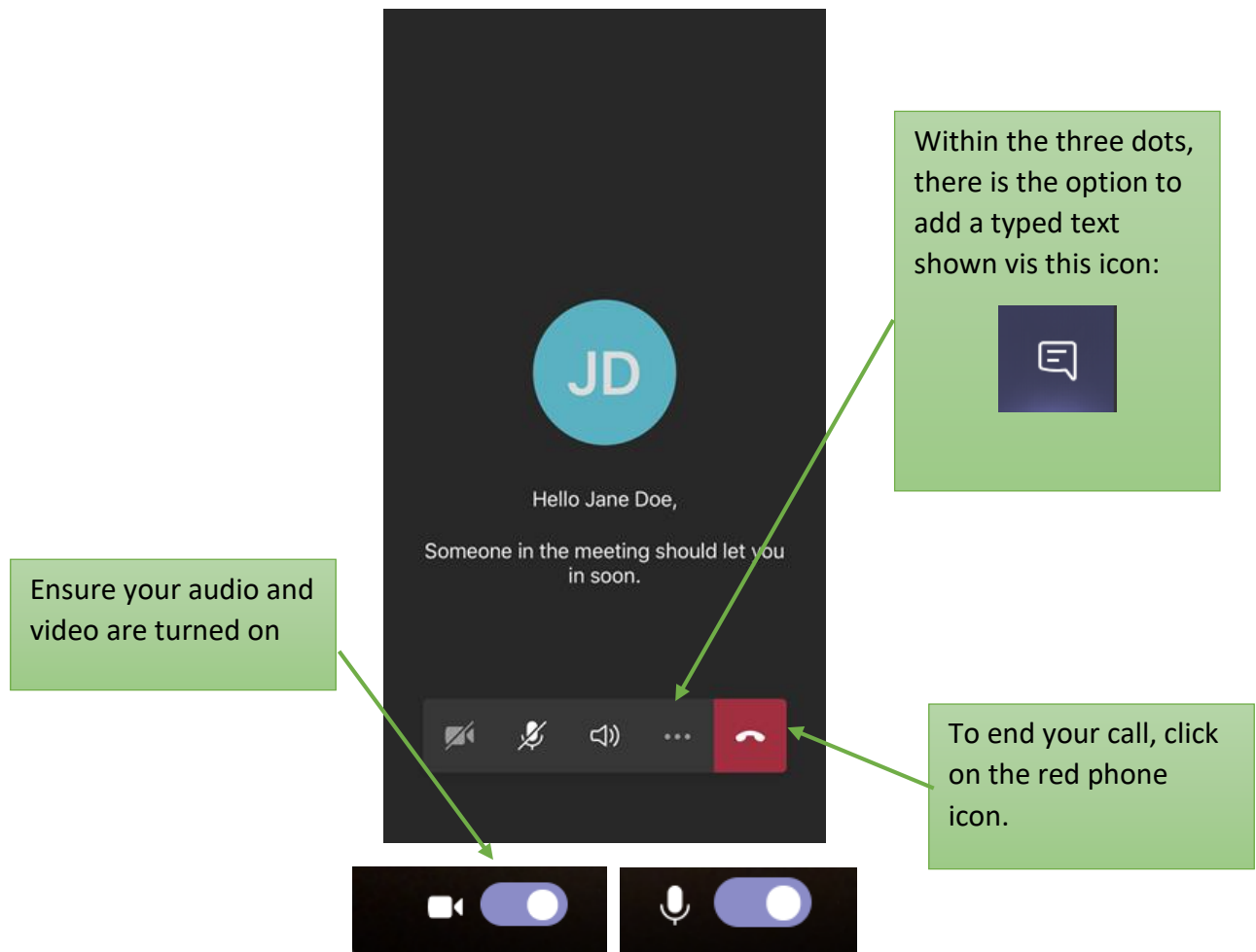


If you join as a Guest, the provider will receive a notice you are waiting, and will admit you:



How to join Virtual Visit appointments

Example of cell phone screen after joining as a Guest:

**Multiple Providers**

If it has been arranged for your Virtual Visit appointment to include multiple providers, stay on the call after the first provider leaves, and wait for the next provider to join. Each provider joins the same meeting but will receive their own calendar invite sent by the clerk.

Please be assured each provider who joins the call will be having a private session with you and the session will not be recorded.

Support & Troubleshooting

It is strongly recommended to practice joining your meeting to test your technology well in advance of your virtual appointment. Simply click on the meeting link in your email. Your provider will not be there when you test your equipment, but a trial run will help you be prepared for what to expect when the meeting time comes. If you experience any technical issues, call the support number shown in your email invitation.



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In case you need to reschedule/cancel your Virtual Visit appointment, please contact the clinic directly. The clinic phone number is included in the email invitation.