

Virtual Visits Using Microsoft Teams

A quick guide for patients and families

You will have an online appointment, or a virtual visit, with your care provider using Microsoft Teams (Teams). Teams is a secure, private and confidential software. There is no cost to you for using this software for your virtual visit. This guide was designed to help you prepare for your virtual visit.

To change or cancel your appointment

Call your [UHN clinic](https://www.uhn.ca/PatientsFamilies/Visit_UHN/Clinic_Appointments) (https://www.uhn.ca/PatientsFamilies/Visit_UHN/Clinic_Appointments) if you have any questions about your appointment or need to change or cancel it.

For a virtual visit using Teams, you will need:

1. **A device and videoconferencing tools.** You can use:

- a desktop computer
- a laptop
- a smartphone (iPhone or Android), or
- a tablet (iPad or Android)

Your device must have:

- ✓ a camera
- ✓ speakers

- ✓ a microphone
(or you can use a headset that has speakers and a microphone)
- 2. **An internet connection.** You will need a private and stable internet connection.
- 3. **A valid Ontario health card.**



A few days before your scheduled virtual visit:

1. Check your email for the appointment invitation

The invitation will be sent from an email address ending with:
@universityhealthnetwork.onmicrosoft.com

It will include:

- the name of the care provider you will be meeting
- the date and time of your appointment
- instructions on how to connect

Note: Check your spam or junk folder if you do not see this email in your inbox.

2. Download the Microsoft Teams app to your device



1. Click the "**Join Teams meeting**" link in the email invitation. You will be redirected to the Teams webpage.
2. We recommend that you download the Teams app to your desktop, tablet or phone. You will need to allow access to your camera and microphone.

Note: If you do not want to download the desktop or mobile app, you can also join the meeting using a **Google Chrome** or **Microsoft Edge** browser. Other browsers (Explorer, Safari) will not work.

3. Test your connection if you are using the desktop app (computer or laptop):

1. Click your account icon in the upper right-hand corner in Teams.
2. Click **Settings > Devices > Make a test call**. This will start a call with Team Echo, an automated service to test your connection and device settings.

Experiencing technical issues before your appointment?

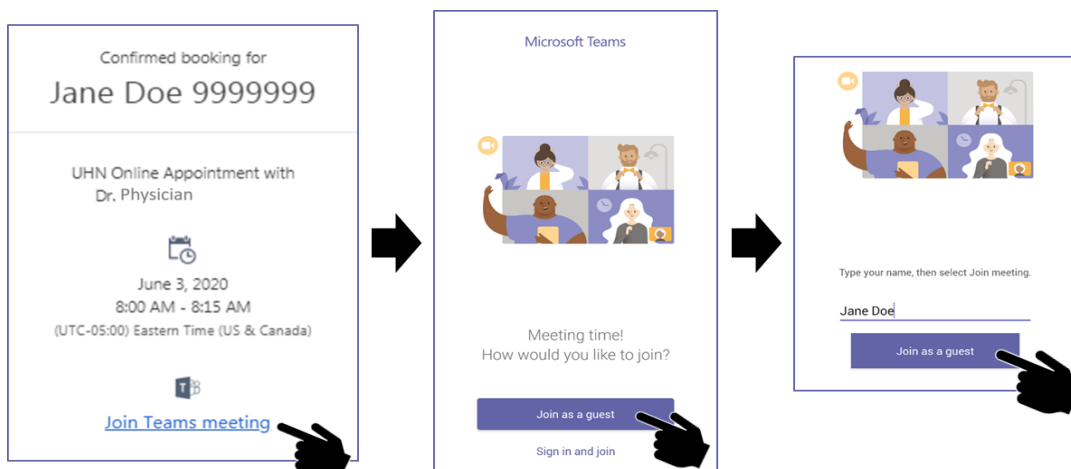
Contact your clinic so you can discuss using a different platform for your virtual appointment.

At least 15 minutes before your scheduled virtual visit:

1. Get your health card. Make sure you have your valid Ontario health card with you.



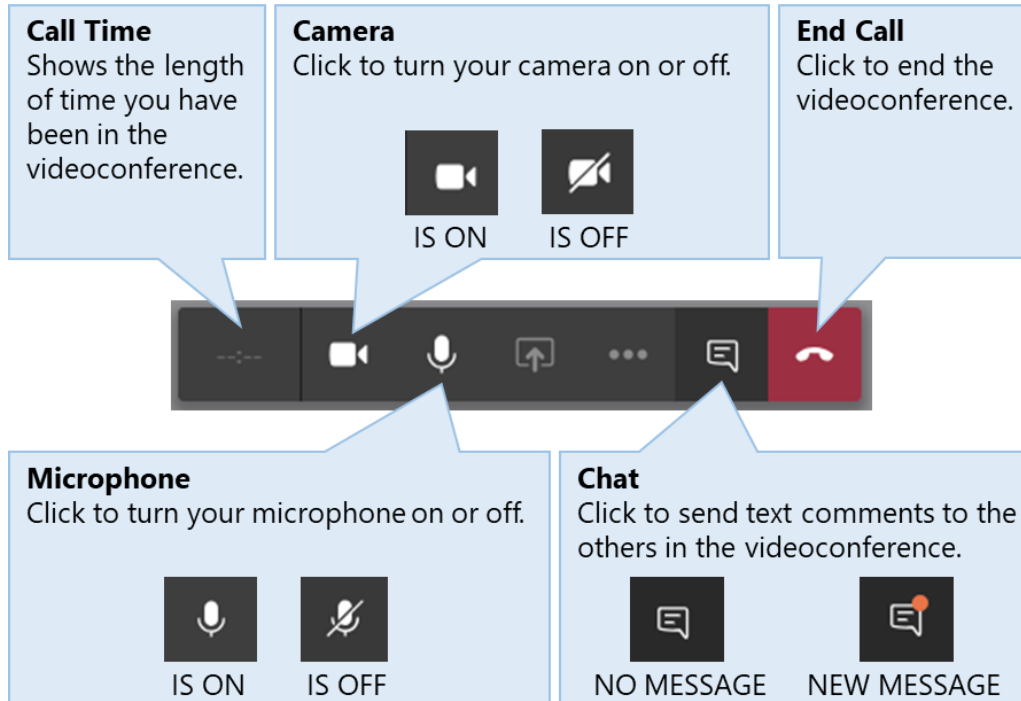
2. Prepare for and join the Teams meeting.
 - Find a private, quiet place with a strong internet connection.
 - Open the appointment invitation in your email.
 - Click Join Teams Meeting > Join as a guest.
 - Type your name and click Join as a guest.
 - Turn your camera and microphone on so that your care provider can see and hear you.



Note: If you already have an Office365 account, click **Sign in and join** to connect using your account.

Tips for using Microsoft Teams

Video conferencing controls



Troubleshooting during your appointment

If you can't hear your care provider: check that the volume on your device is turned on and is turned up.

If your care provider can't hear or see you: check that your camera and microphone are turned on, and that you are not muted.

If your video or sound is slow, distorted or interrupted:
Check that your internet connection is as strong and fast as possible.

- If you are using wireless internet (Wi-Fi), stay close to your Wi-Fi router.
- Close any other apps or programs that may be open in the background

- If other people are using your internet too, ask them to avoid activities that may slow down your connection during your appointment. These activities may include streaming videos (watching Netflix or YouTube) or playing online videogames.

Still experiencing technical issues during your appointment? Your care provider may call you on the phone to complete your appointment.

Protecting your privacy

- Make sure the email invitation came from your care provider. The email address should end with either:
 - @uhn.caor
 - @universityhealthnetwork.onmicrosoft.com
- **Do not reply** to the invitation email. If you have questions about your appointment, call your clinic.
- We will never ask you to disclose any personal or sensitive information by email.
- During your virtual visit, use a private, secure internet connection and location. Never use videoconferencing for healthcare appointments in a public place or using public Wi-Fi, such as at an airport, café, or other open area.
- Tell your care provider if:
 - you have shared the invitation email or invitation link with anyone else
 - there is anyone else in the room with you during your visit

For your privacy, and the privacy of your care provider, please **do not record** the audio or video of your virtual visit.

Find more information on [virtual visits and privacy tips](https://www.uhn.ca/PatientsFamilies/Virtual_Care) (https://www.uhn.ca/PatientsFamilies/Virtual_Care) on the UHN website.