

A Tip Sheet for Health Care Providers

Microsoft Teams WebRTC Features and Workarounds

This tip sheet is to support care providers in understanding the features available to patients and care teams during a Microsoft Teams video appointment and workarounds for current limitations where required to provide care.

- Patients join Epic-integrated Microsoft Teams video appointments using a simplified version of the application: Microsoft Teams WebRTC (web real-time communications)
- There are some limitations to features available to the patient during the video call
- Virtual Care @ UHN is working with Microsoft to advocate for the inclusion of additional features

1.0 Microsoft Teams WebRTC Features

The table below indicates features that are currently available / unavailable for patients and care teams.

Feature	Patients	Care Teams
Camera (on / off)	✓	✓
Microphone (on / off)	✓	✓
Chat	✓*	✓
View options (e.g., gallery view, pin, etc.)		✓
Share screen		✓
Virtual backgrounds		✓
Reactions (e.g., raise hand)		✓
Participant management features: <ul style="list-style-type: none"> • Admit / remove participant • Add participant • Share meeting link 		✓
Breakout rooms		
Dial-in phone numbers		

* Patient cannot access chat after leaving the video appointment

! Workarounds are only to be used until limitations are resolved with Microsoft

The workarounds below are not encouraged and should only be used if features unavailable in Microsoft Teams WebRTC are required for patient care

Consider the outlined risks before using a workaround

2.0 Workaround: Gallery View in Microsoft Teams

To enable patients in group appointments / sessions to see one another in gallery view, UHN care teams can use the *Share* feature to display their Microsoft Teams video window in gallery view.

Benefits

Patients can see one another via the screen share

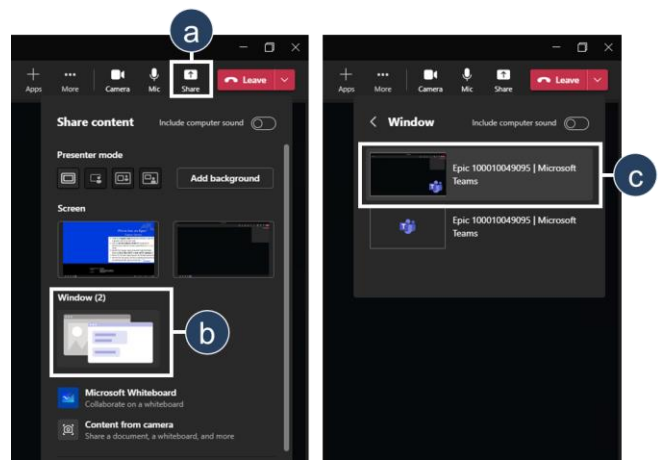
Risks

- Efficiency (i.e., additional action required from care teams)
- Increased bandwidth demand of screen sharing (i.e., may slow down or reduce video / audio quality)

Care provider shares their screen

- Select the *Share* icon in Microsoft Teams
- Select *Windows*
- Select the window with the Microsoft Teams meeting you are currently in

Note. By using this method, no other windows on your device will be shared with the video appointment participants.



2.1 Workaround: Patient Access to Additional Microsoft Teams Features

To provide patients with access to additional Microsoft Teams features **as required**, UHN care teams can send their patients a link to the regular Microsoft Teams application (i.e., bypass WebRTC limitations).

Benefits

Patients can access the following additional features:

- View options (e.g., gallery view, pin, etc.)
- Share screen
- Virtual background
- Reactions (e.g., raise hand)

Risks

- Efficiency (i.e., additional action required from patients and care teams)
- Communication outside of Epic (i.e., risk to completeness of medical record in Epic)
- Introduces discrepancy between UHN-wide patient instructions / resources and video appointment processes for your patients

Copy and share meeting link from the Microsoft Teams video appointment

- Select the *Participants* icon in Microsoft Teams
- Select *Share invite* to copy the link to the video appointment
- Select *Copy meeting link*
- Share the link with each patient via your preferred secure communication mechanism
 - Communicate that patients should **not** join from the link in the *Check In for your Upcoming Virtual Visit* email or from myUHN Patient Portal

Note. This link will launch the regular Microsoft Teams applications. Participants will be prompted to either open the Microsoft Teams application (desktop or mobile) or continue on their browser.

