A Tip Sheet for Health Care Providers

Video Appointments using Epic / Microsoft Teams from Canto

This tip sheet is to support care providers delivering video appointments using Epic / Microsoft Teams using Canto from an iPad. For more detail, see Video Appointment Provider Resource.

1.0 Canto: Connect to Video Appointments from an iPad

You can connect to an Epic / Microsoft Teams video appointment using an iPad from Canto.

1. Login to Epic Canto

Login to Epic Canto with your UHN credentials

2. Review your Schedule

a. Video icon identifies video appointments
b. Select a patient to open the patient chart

Note. You cannot view the signing status of Virtual Care Consent form from Canto. If you have not otherwise confirmed consent in advance of the appointment, please collect and document consent verbally (details in Video Appointment Provider Resource).

3. Launch the video appointment

a. Select the Telemed tab (last option)
   - You can see if your patient has joined the video on the Telemed page
b. Select Connect to Video – this will launch Microsoft Teams

4. Connect to the video appointment

Join the video appointment in Microsoft Teams and Admit your patient
5. Conduct the video appointment

Conduct and complete the video appointment as per your usual clinical practices.

Note. Be aware of the following features / capabilities in Microsoft Teams video appointments:

Participants: View all participants in the call, including participants waiting in the lobby
- To remove a participant select the participant’s name, then select Remove participant

Chat: Send text comments and links to other participants
- Patients will not have access to the chat after leaving the video appointment
- Patients are not able to open or download attachments sent through the chat
- UHN records of the chat will be managed according to UHN’s Office 365 retention policy

Share Screen: Please ensure no PHI for other patients is visible before sharing your screen

Need help? Please contact UHN Service Desk by calling 416-340-4800 ext. 4357 (H.E.L.P.) or connect to the Virtual Care Team directly via email at virtualcare@uhn.ca

1.1 Canto: Coordinating Multidisciplinary Video Appointments from an iPad

You can use Secure Chat to coordinate multidisciplinary Epic / Microsoft Teams video appointments.

Coordinate care via Secure Chat

a. Select the Secure Chat icon from the top left ribbon
b. Select who you would like to chat with, or create a New Conversation (individuals or groups)
c. Select Attach Patient to link a patient record to the Secure Chat
a. Discuss with the care team as required for care coordination
- Recipients can open the patient chart directly from Secure Chat to join the video appointment

During the video appointment, you can coordinate a multidisciplinary visit using Microsoft Teams.

Invite a participant from Microsoft Teams during the video appointment

a. Select the Participants icon in Microsoft Teams while the video appointment is in progress
b. To add a participant:
   - Search their name (UHN participants only), or
   - Select Share Invite to copy the link to the video appointment
c. Document the inclusion of an additional care provider in the patient chart