A Tip Sheet for Health Care Providers

Video Appointments using Epic / Microsoft Teams from Hyperspace

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

1.0 Hyperspace: Connect to Video Appointments from a Computer

You can connect to an Epic / Microsoft Teams video appointment using a computer from Hyperspace.

1. Login to Epic Hyperspace

Login to Epic Hyperspace with your UHN credentials

2. Review your Schedule

a. Select the Schedule icon from the top left ribbon
b. myUHN column identifies patient activity in myUHN – including eCheck-in status
c. Video column identifies video appointments
   - Grey indicates no one has joined the video appointment
   - Green icon indicates someone has joined the video appointment
d. If this is your first virtual care appointment with the patient, review Virtual Care Consent in Virtual Care Patient Status display of the appointment Preview

3. Launch the video appointment (2 options)

3.1 From your Schedule

a. Double click the camera icon (see 2c above) – this will launch your web browser (continue to 4)

3.2 From the Patient Encounter

a. Click the Connect to Video tab in the patient encounter
b. Click the Connect to Video button – this will launch your web browser (continue to 4)

What if your patient has not yet joined the video appointment?

c. Click the Send Direct Link button to send a notification including the appointment link to the patient by email or SMS / text message
4. Connect to the video appointment

Open Microsoft Teams from the web browser, join the video appointment and Admit your patient into the video appointment.

Note. If you select the Continue on this browser option to launch Microsoft Teams, you must Admit your patient from the Participants menu

Note. Do not use Internet Explorer

5. Conduct the video appointment

a. Click Start the Visit on the yellow banner on any tab (only required if Patient Not Arrived Yet)
b. Conduct and complete the video appointment as per your usual clinical practices

Patients must be Checked In for virtual visits to prevent patients from being misidentified as “no shows” during the end of day batch run. See the Check In for Virtual Appointments tip sheet for details.

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 hover over participant’s name, select •••, 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 Hyperspace: Coordinating Multidisciplinary Video Appointments from a Computer

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

### Coordinate care via Secure Chat

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>Select the Secure Chat icon from the top left ribbon</td>
</tr>
<tr>
<td>b.</td>
<td>Select who you would like to chat with, or create a New Conversation (individuals or groups)</td>
</tr>
<tr>
<td>c.</td>
<td>Select Attach Patient to link a patient record to the Secure Chat</td>
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| e. | 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

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<tr>
<td>a.</td>
<td>Select the Participants icon in Microsoft Teams while the video appointment is in progress</td>
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</table>
| 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 |