



*A Resource for Front Desk Staff*

## Virtual Care Patient Frequently Asked Questions

Purpose of this resource is to support front desk staff in answering patient questions about virtual care

### Patient-Facing Virtual Care Support is Available

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As of June 6, 2022, UHN patients will be able to receive support for their virtual care inquiries. Patients will be able to receive virtual care support the same way they do today for myUHN, maintaining one central point of contact for patient support needs.

#### Where can patients go to receive virtual care support?

- Phone: 416-340-3777
- Email: [myUHN@uhn.ca](mailto:myUHN@uhn.ca)
- Hours: Monday to Friday, 09:00 – 17:00

### General Virtual Care FAQs

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*The following are potential questions you may receive from patients about virtual care with suggested guidance.*

#### Where can I get more information about virtual care?

If you have a myUHN Patient Portal account, you can find instructions for your upcoming appointment on the Visit Information page or by visiting our website at [www.uhn.ca/PatientsFamilies/Virtual\\_Care](http://www.uhn.ca/PatientsFamilies/Virtual_Care)

#### What do I do if I can't join my virtual video appointment?

If there are technical difficulties, your UHN healthcare provider will call you on the phone instead. Please have your phone near you with the ringer turned on. The caller ID may display as "UNIV HLTH NTWK", "No Caller ID" or "Unknown Number".

#### Do I need to have a myUHN Patient Portal account to have a virtual care appointment?

No, you do not need a myUHN Patient Portal account to have a virtual care appointment. Though myUHN offers many features that enable patients to become active partners of their own health. If you are interested, I can tell you more about our patient portal.

myUHN is a secure website for patients of University Health Network (UHN). The website lets you safely see your appointments and results from all UHN sites as soon as they are ready. With myUHN, you can access your personal health record anywhere, anytime on a computer, smartphone or tablet. You can learn more about myUHN at [www.uhn.ca/PatientsFamilies/myUHN](http://www.uhn.ca/PatientsFamilies/myUHN)

If you would like to register for myUHN, I can send you an activation code (see instructions [here](#)).

## Microsoft Teams Video Appointment FAQs

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*The following are potential questions you may receive from patients about Microsoft Teams video appointments with suggested guidance.*

### **What do I need for a virtual video appointment on Microsoft Teams?**

You will need a few things for your video appointment on Microsoft Teams:

1. A device with a camera, speakers, and microphone. You can use a computer (desktop or laptop), smart phone (iPhone or Android), or a tablet (iPad, Android, or Windows),
2. An internet connection that is private and stable, and
3. An email address.

### **Do I need to download anything for a virtual video appointment on Microsoft Teams?**

No, you do not need to download Microsoft Teams. Your video appointment opens in your web browser, please do not use Internet Explorer or Samsung Internet.

### **How do I join my video appointment on Microsoft Teams?**

You will get an email 2 days before your scheduled appointment, you will receive an email with the title 'Check In for your Upcoming Virtual Visit'. This email will include a link to your video appointment that you can click to join the appointment.

If you have a myUHN Patient Portal account, you can also join your video appointment from the Appointment Details page on [myUHN Patient Portal](#).

Make sure you join your video appointment from a private, quiet place with a strong internet connection.

### **Can my friend or family member join me?**

Yes! You can invite someone to join your appointment if you wish. They can either join the call with you in the same room or they can join on their own device from another location.

1. *To join the appointment together:* Ask your family member to be with you in front of the camera when you join the online appointment. Be sure to let the care provider know that you have someone with you in the room.
2. *To join the appointment separately:* Forward the 'Check In for your Upcoming Virtual Visit' email invitation to the person you would like to join the appointment. They can join using the link found in the email. Be sure to let your care provider know that someone else will be joining the call.

### **What if I don't receive my 'Check In for your Upcoming Virtual Visit' email?**

You should expect the 'Check In for your Upcoming Virtual Visit' email 2 days before your scheduled appointment.

If the appointment is less than 2 days away:

1. Check your spam or junk folder. It may have ended up there by mistake!
2. If you have a myUHN Patient Portal account, you can complete Check-In online and join your video appointment from the *Visit Information* page.
3. I can send the link to your video appointment to you again. You should get an email called "invitation to Join Video Visit". (see details below to *Send Direct Link*)



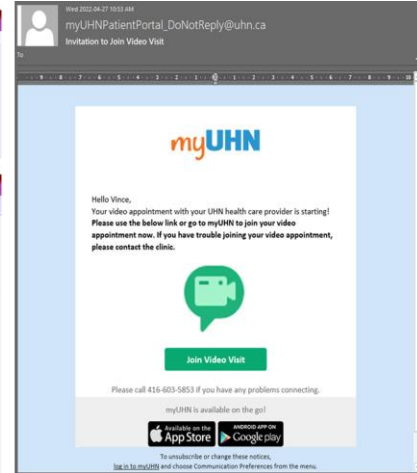
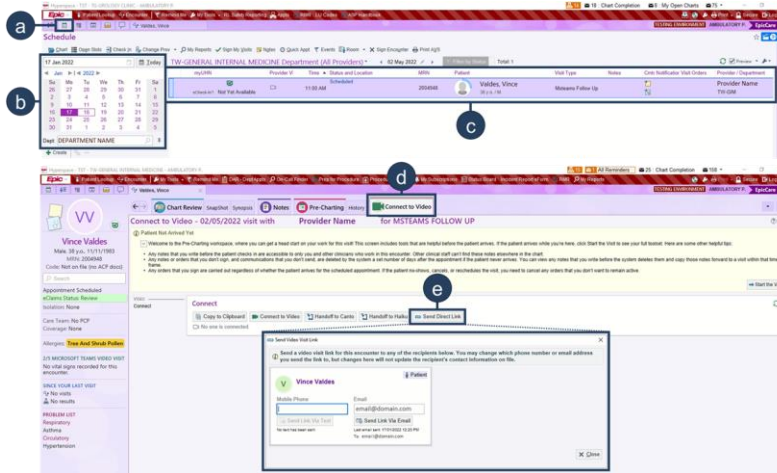
# UHN

## Virtual Care

A Healthier World is Within Our Reach

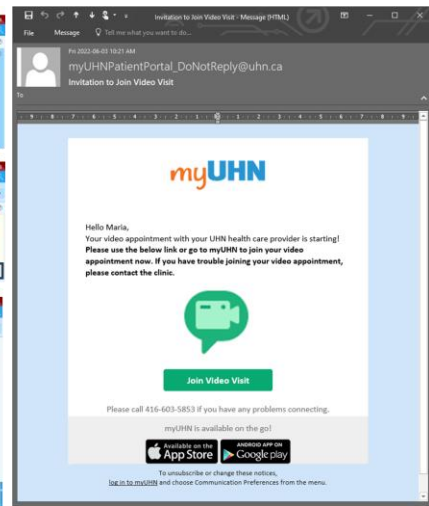
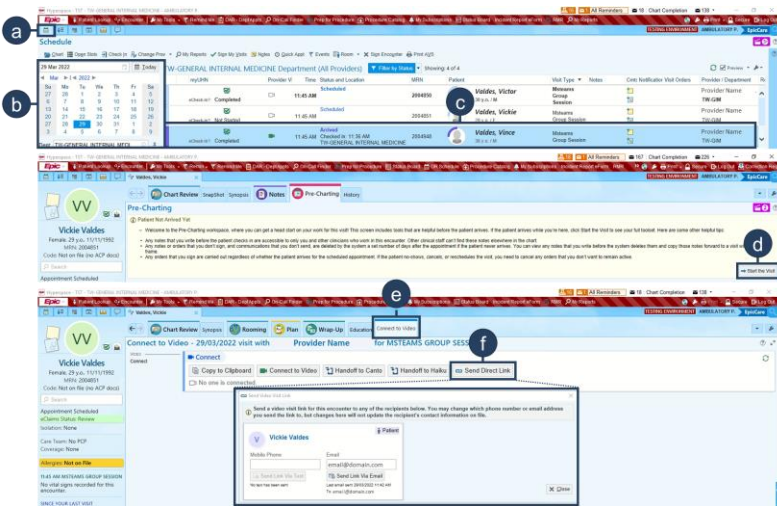
### For Outpatient Departments:

- Select the *Schedule* icon from the top left ribbon
- Select the *Date* of the appointment
- Double click the patient appointment to open the patient chart for the visit
- Click the *Connect to Video* tab in the patient chart
- Click the *Send Direct Link* button



### For Hospital Outpatient Departments (HODs):

- Select the *Schedule* icon from the top left ribbon
- Select the *Date* of the appointment
- Double click the patient appointment to open the patient chart for the visit
- Click the *Start the Visit* button on the yellow banner at the top of the patient chart for the visit
- Click the *Connect to Video* tab in the patient chart
- Click the *Send Direct Link* button



## OTN Home Video Appointment FAQs

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*The following are potential questions you may receive from patients about OTN home video appointments with suggested guidance.*

### **What do I need for a virtual video appointment on OTN?**

You will need a few things for your video appointment on OTN:

1. A device with a camera, speakers, and microphone. You can use a computer (desktop or laptop), smart phone (iPhone or Android), or a tablet (iPad, Android, or Windows),
2. An internet connection that is private and stable, and
3. An email address.

### **Do I need to download anything for a virtual video appointment on OTN?**

If you want to join your OTN appointment on a computer, you do not need to download an app. Your video appointment open in your web browser, please do not use Internet Explorer.

If you want to join your OTN appointment on a smartphone, you will need to download the Pexip Infinity Connect app from the App Store or Google Play. Instructions for downloading the app will be sent to you in an email called "Video eVisit Invitation – Event ID" sent from [do-not-reply-otninvite@otn.ca](mailto:do-not-reply-otninvite@otn.ca), please check your Spam or Junk folder.

### **How do I join my video appointment on OTN?**

You will receive an email called 'Video eVisit Invitation – Event ID' from sent from [do-not-reply-otninvite@otn.ca](mailto:do-not-reply-otninvite@otn.ca) before your appointment. This email will include a 'Start eVisit' button that you can click to join the appointment.

Make sure you join your video appointment from a private, quiet place with a strong internet connection.

### **Can my friend or family member join me?**

Yes! You can invite someone to join your appointment if you wish. They can either join the call with you in the same room or they can join on their own device from another location.

1. *To join the appointment together:* Ask your family member to be with you in front of the camera when you join the online appointment. Be sure to let the care provider know that you have someone with you in the room.
2. *To join the appointment separately:* Forward the 'Video eVisit Invitation – Event ID' email invitation to the person you would like to join the appointment. They can join using the link found in the email. Be sure to let your care provider know that someone else will be joining the call.

### **What if I don't receive my 'Check In for your Upcoming Virtual Visit' email?**

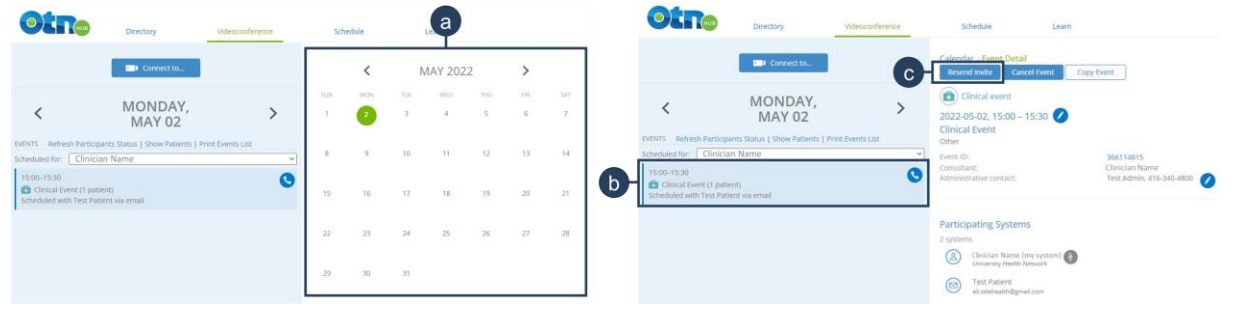
You should expect the 'Check In for your Upcoming Virtual Visit' email 2 days before you scheduled appointment.

If the appointment it is less than 2 days away:

1. Check your spam or junk folder. It may have ended up there by mistake!
2. I can send you the link to your video appointment again (see details below to *Resend Invite*)

In OTNhub (<https://otnhub.ca/>):

- Select the *Date* the appointment that requires an interpreter on the clinician's calendar
- Click the clinical event for the patient appointment that requires an interpreter from the left-hand panel to open the *Event Detail* page
- Click *Resend Invite*



The image displays two screenshots of the OTNhub interface. The left screenshot shows a calendar for May 2022 with a green dot on May 2nd, labeled 'a'. The right screenshot shows the 'Event Detail' page for a clinical event on Monday, May 02, with a box around the event in the left panel labeled 'b' and a box around the 'Resend Invite' button labeled 'c'.