



A Resource for Front Desk Staff

Virtual Care Patient Frequently Asked Questions

This resource supports front desk staff to answer patient questions about virtual care.

Patient-Facing Virtual Care Support is Available

If patients have questions or need help preparing for a virtual visit, they can contact the myUHN team. Patients should aim to contact the team at least 2 business days before their visit:

- Phone: 416-340-3777
- Email: myUHN@uhn.ca
- Hours: Monday to Friday, 9:00am – 5:00pm

General Virtual Care FAQs

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

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

If there are technical difficulties, your UHN healthcare provider may try to reach you by phone. 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 also join your virtual appointment from within myUHN. You can learn more about myUHN at 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

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:

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).
Please note, on Apple products, Epic Microsoft Teams video appointments can run only on:
 - **Safari version 14 or newer**
 - **Google Chrome**
 - **Microsoft Edge**
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. You can use web browsers such as Google Chrome, Microsoft Edge, or Safari. Please do not use Internet Explorer or Samsung Internet.

How do I join my video appointment on Microsoft Teams?

Two days before your scheduled appointment, you will receive an email with the title '*Link for Upcoming Virtual Visit and eCheck in*'. This email includes a link that you can use to join your video appointment on the day of 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 'Link for Upcoming Virtual Visit and eCheck in' 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 'Link for Upcoming Virtual Visit and eCheck In' email?

You should expect the '*Link for Upcoming Virtual Visit and eCheck In*' email 2 days before your scheduled appointment.

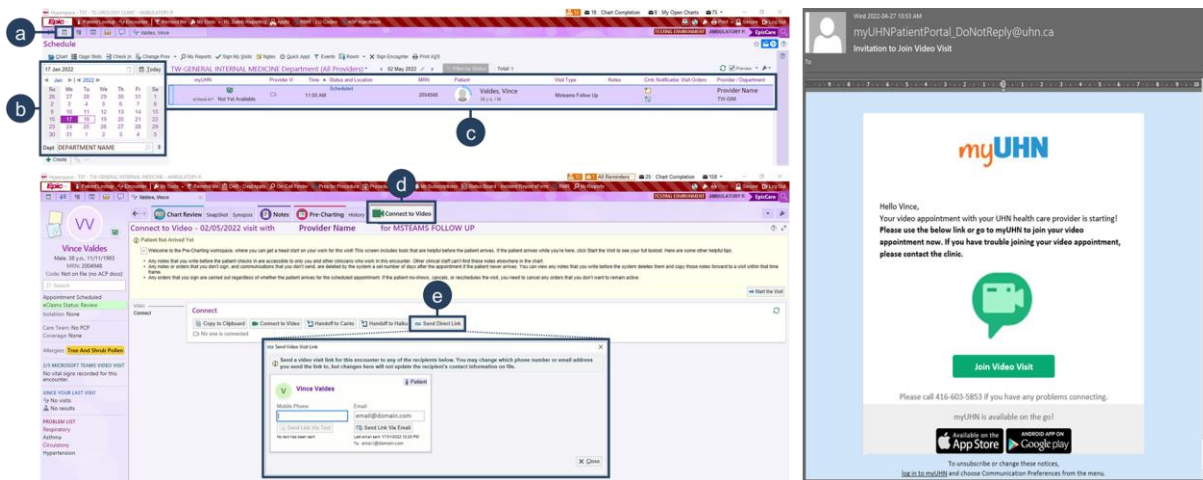
If the appointment is less than 2 days away:

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 *Appointment 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*)

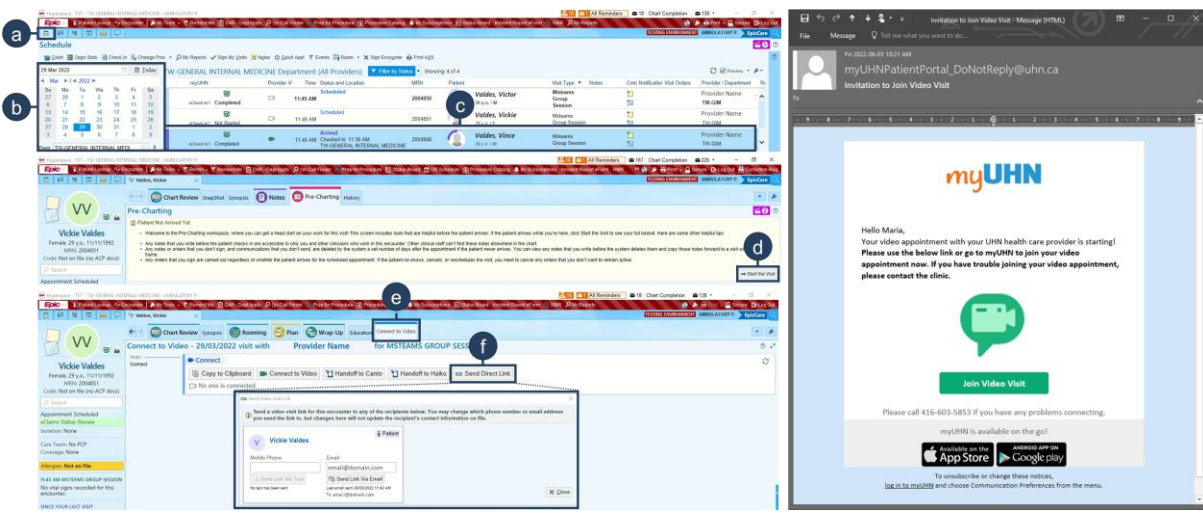
For Outpatient Departments:

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



For Hospital Outpatient Departments (HODs):

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



OTN Home Video Appointment FAQs

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:

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 opens 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. 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 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?

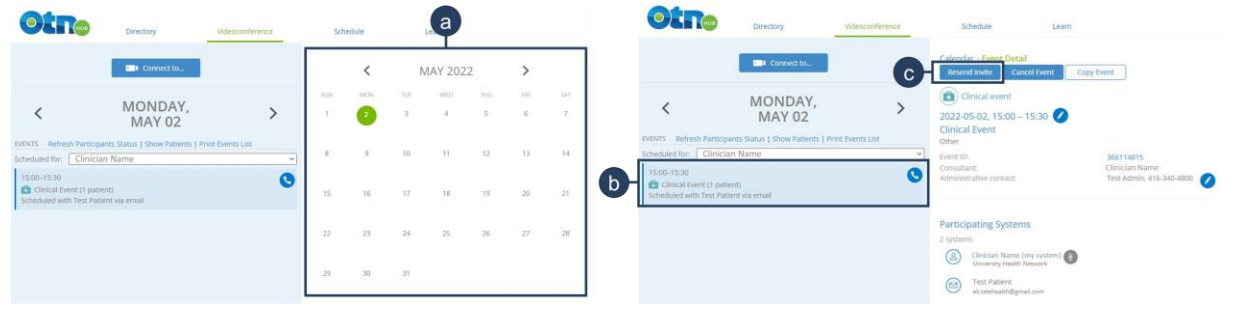
You should expect the 'Check In for your Upcoming Virtual Visit' email 2 days before you scheduled appointment.

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 shows two screenshots of the OTNhub interface. The left screenshot shows a calendar for Monday, May 02, with a green dot on the date. A box labeled 'a' highlights the date. The right screenshot shows the 'Event Detail' page for the selected event, with a box labeled 'b' highlighting the 'Resend Invite' button. A box labeled 'c' highlights the 'Resend Invite' button in the top right corner of the event detail page.