A Tip Sheet for Health Care Providers

Group Appointments using Epic / Microsoft Teams from Hyperspace

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

1.0 Hyperspace: Connect to Group Video Appointments from a Computer

You can connect to an Epic / Microsoft Teams group 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
      - Each patient in the group video appointment will be represented on a unique row *
   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
      - Note. The icon will only turn green for the first patient to join the group appointment *
   d. If this is your first virtual care appointment with the patient, review Virtual Care Consent in the Virtual Care Patient Status display of the appointment Preview for each patient in the group

3. Launch the video appointment (2 options)

Launch the video appointment using any patient participating in the group video appointment

From your Schedule

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

* Improvements to these functions will be available upon upgrade to Epic version February 2022
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 a patient has not yet joined the video appointment?

a. From the Connect to Video tab in the patient chart for the patient who has not yet joined, 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 patients

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 group video appointment as per your usual clinical practices

Each patient who attended must be Checked In 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 group 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

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