



Scheduling a Virtual Group Visit in Outlook

Please note: To schedule MS Teams visits in your outpatient clinic you will require specific appointment types added for your PHS practitioners. If your area is interested in using MS Bookings for virtual care, please send a request to UHN Telehealth (Techline: 416-340-4887 or e-mail telehealth@uhn.ca) or place a request through the Digital Service Portal's [Other IT Requests](#).

Instructions: Scheduling Groups in Outlook



Schedule the patient appointment in PHS first to maintain link to all downstream systems (EPR, myUHN Patient Portal, etc.). See: [Initial Virtual Clinic Set Up and Patient Scheduling Process](#) (Departments>Telehealth>Resources>Virtual Care Toolkit)

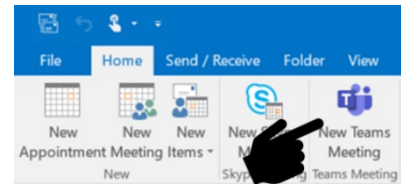
1. Open Outlook calendar

- a. Login to Outlook with your UHN credentials.
- b. Navigate to *Outlook Calendar*.

2. Create a new MS Teams meeting

- a. Click *New Teams Meeting* on the top ribbon.

Please note: Scheduling a MS Teams virtual care appointment follows the same process as scheduling a MS Teams meeting.



3. Enter the appointment details

- a) Create the Teams group session in your Outlook calendar without attendees added. If it is a recurrent meeting set it up when creating this meeting.
- b) Invite at least 1 person (inviting yourself would be fine) so that a Teams link is generated in the meeting invitation
- c) With this meeting stored in your calendar, you could then copy the Teams link, and paste it into an email **with all of your patient's email addresses in the BCC: line**. Note that if you don't want patients to see your email address, you can send from a Shared/Generic email box for your area (if you have one set up. If you don't you can request one through the Service Portal)
- d) Your message should advise them of the session date and time. Multi session appointments use the same Teams link, and you can include another link to the patient-facing Teams guide so that they can have instructions on how to install the Teams app and test their connection ahead of time.
- e) In the body of the email, cut and copy the following notification message:

You have been invited to a group session with other patients over videoconference using Microsoft Teams, a free service that is part of Microsoft Office365. Microsoft Teams uses software that is secure and confidential to connect you with your care provider over the internet.

Do not come to a UHN location for this appointment.

Session: [UHN Virtual Visit]

Date and Time: [Appointment Date] at [Start Time] to [End Time]

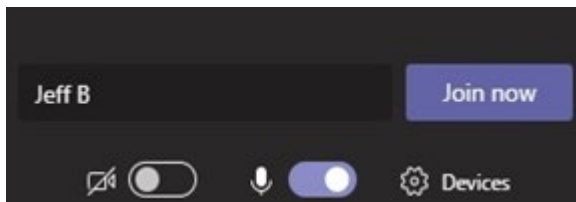
Care Provider: [Sample Care Provider]

Do not reply to this invitation email. If you have questions about your appointment, call your clinic.

Please review these instructions before your Microsoft Teams videoconference appointment.

The “Join Microsoft Teams Meeting” link below will take you to your group session. Please join the appointment at **least 15 minutes** before your scheduled appointment time.

When signing into a group session only enter your **First Name or First Name and initial only.** This provides privacy for your identity from other group members.



Protecting your privacy

Your privacy is very important to us at UHN. We protect your privacy during virtual visits in the same way as we do during a clinic visit.

We suggest that you take similar steps to protect your own privacy. This means being aware of your surroundings and who may be able to overhear your virtual visit.

4. Review and send

- a. Review and verify that all of the information has been entered correctly.
- b. Click *Send*.

Congratulations: the virtual visit on MS Teams is now scheduled in Outlook!

Having Trouble with booking on Outlook? Please contact UHN Telehealth by calling 416-340-4887 or by email at telehealth@uhn.ca