

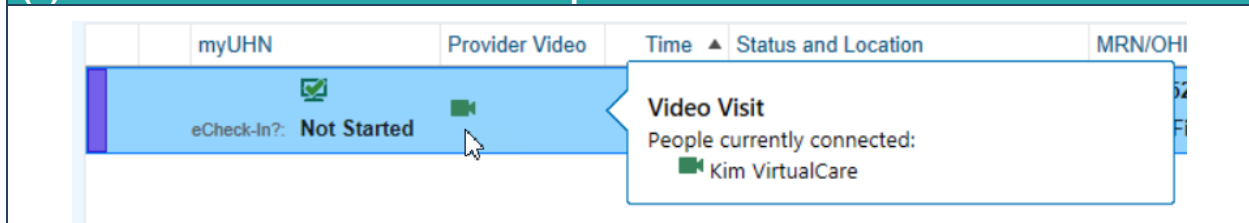
A Resource for Care Providers

## Understanding How Patients Join a Microsoft Teams Video Visit

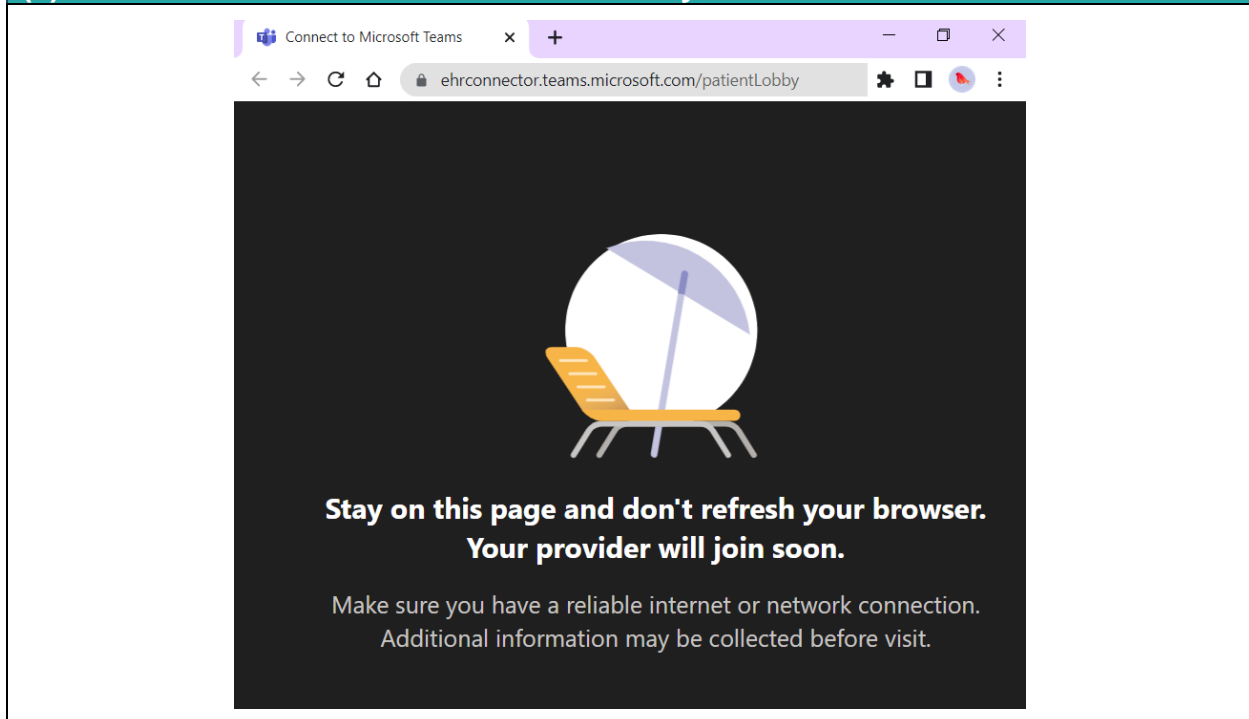
After joining a video visit, providers should wait **at least 3 minutes** for the patient to appear in the MS Teams lobby. **Even if patients show as *Connected in Epic***, they need time to navigate through additional screens that are only available after the provider joins.

Before the video visit begins, providers may see the patient is **Connected in Epic (1)**. This usually means the patient clicked the link to join the visit and is waiting in an external lobby (2).

### (1) Patient shows as *Connected in Epic*

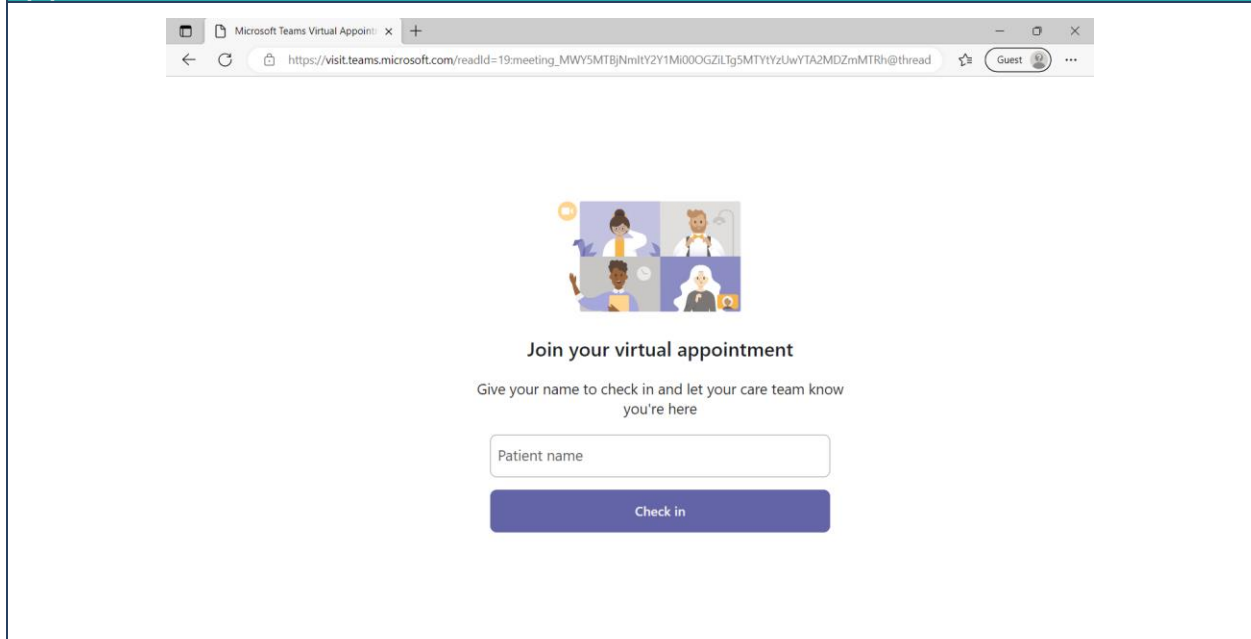


### (2) Patient is in the external MS Teams lobby

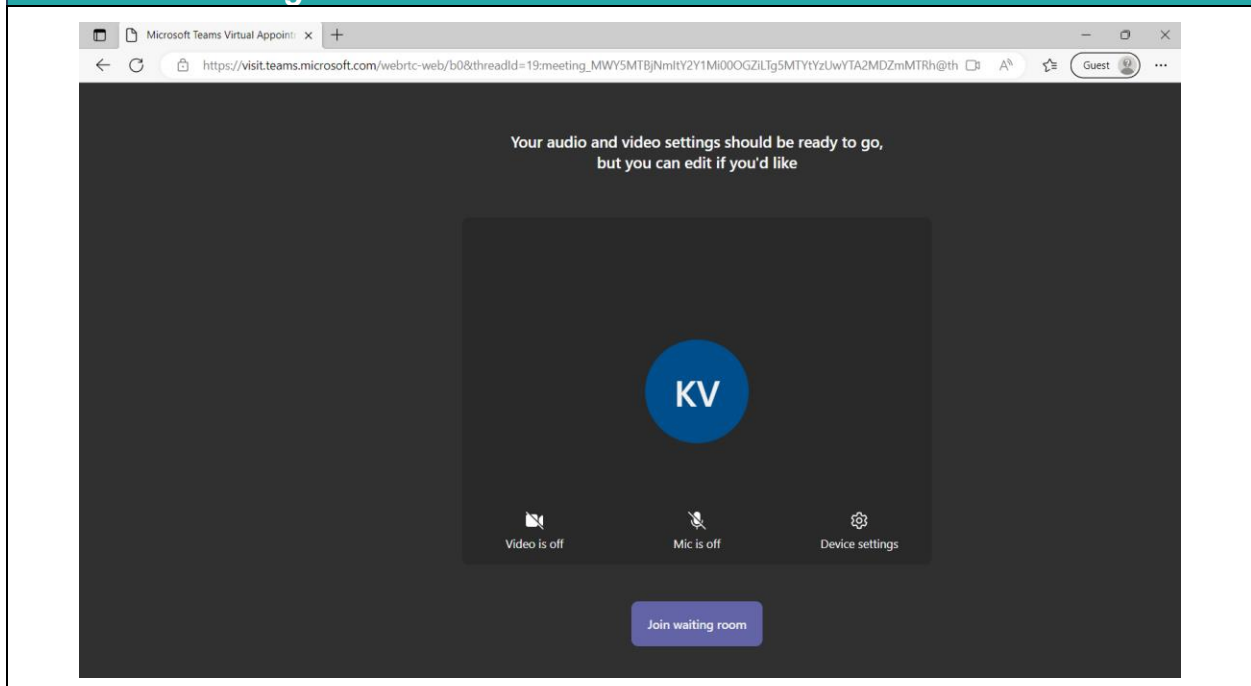


Once a provider joins the visit, patients navigate through additional screens (3 & 4) before they appear in the MS Teams lobby to be admitted (5).

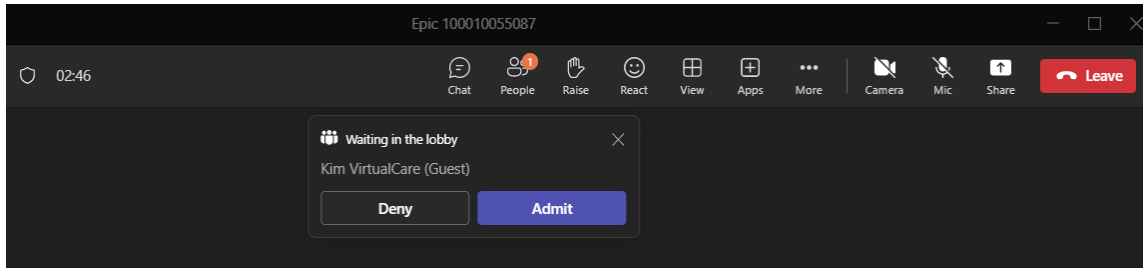
### (3) Patient enters their name and clicks *Check in*



### (4) Patient adjusts their camera, microphone, and device settings if needed and clicks *Join waiting room*



## (5) Patient appears in the MS Teams lobby to be admitted into the visit



### Recommendations

- Even if the patient shows as *Connected* in Epic, give the patient time to appear in the MS Teams lobby.
  - **Remember the patient does not see screens (3) and (4) until the provider joins the visit.**
  - If possible, connect to the video visit a few minutes early to give the patient time. Then, you can admit the patient from the lobby when you are ready to start.
- As of November 2022, patients can test their device before their visit to check their internet connection, speakers, camera, and microphone.
  - *Patients with myUHN:* can test their device in myUHN as soon as the visit is scheduled
  - *Patients without myUHN:* can test their device in eCheck in (available 2 days before the visit)