

## A Tip Sheet for Administrative Professionals

### Virtual Emergency Department: Video Appointments using Epic / Microsoft Teams from Hyperspace

This tip sheet is to support administrative professionals with Virtual Emergency Department video appointments using Epic / Microsoft Teams using Hyperspace from a computer.

#### 1.0 Registering Self-Scheduled Virtual Emergency Department Patients

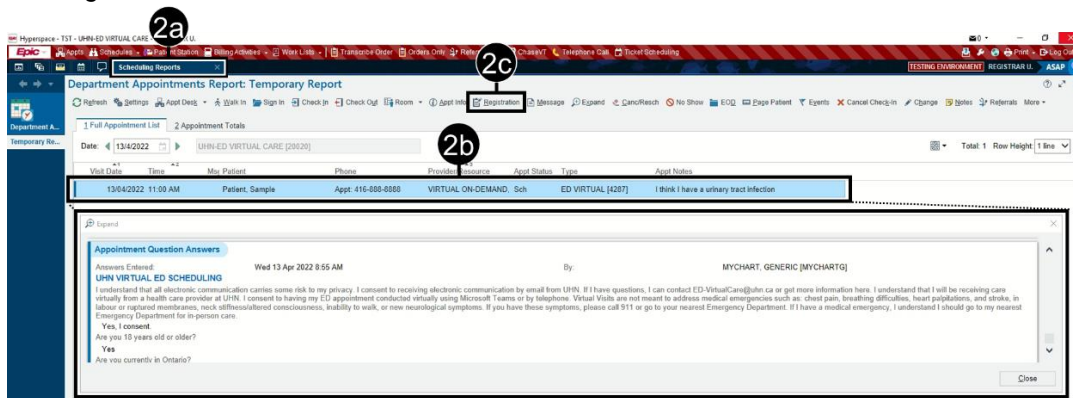
You can register Virtual Emergency Department patients for an Epic / Microsoft Teams video appointment using a computer from Hyperspace (Epic's computer application).

##### 1. Login to Epic Hyperspace

- Login to Epic *Hyperspace* with your UHN credentials
- Select *UHN-ED Virtual Care* for *Department*

##### 2. Review the Department Activity Report (DAR)

- Select the *Scheduling Report* tab
- Double click an appointment to review patient responses to intake form
- Click *Registration*

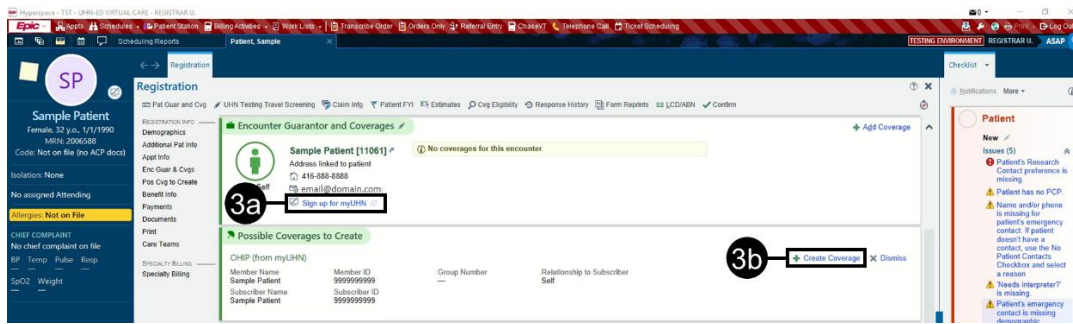


##### 3. Complete patient registration

Complete registration as per usual practice

**Note.** Information submitted by the patient will be pre-populated for review / confirmation

- myUHN:** Click *Sign up for myUHN* from *Encounter Guarantor and Coverages* section
- Verify Health Card:** Click *Create Coverage* from *Possible Coverages to Create* section



**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](mailto:virtualcare@uhn.ca)

## 1.1 Scheduling a Virtual Emergency Department Appointment from Epic

You can schedule Virtual Emergency Department patients for an Epic / Microsoft Teams video appointment using a computer from Hyperspace (Epic's computer application).

### 1. Login to Epic Hyperspace

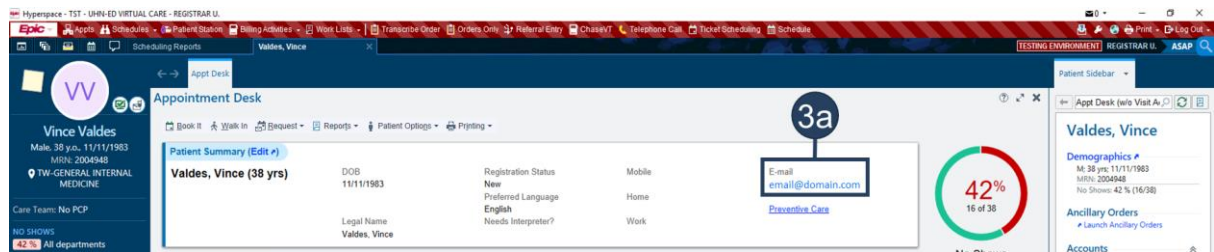
- a. Login to Epic *Hyperspace* with your UHN credentials
- b. Select *UHN-ED Virtual Care for Department*

### 2. Open the patient in Appointment Desk

- a. Navigate to *Appointment Desk* using your preferred method:
  - From anywhere by selecting *Appts* from the top ribbon in Epic and searching the patient
  - From a workqueue by selecting *Appt Desk* from the order / request that requires scheduling

### 3. Check for an email address documented in Epic

- a. Review the *Patient Summary* for an email address
  - **No, an email is not documented** continue to step 4
  - **Yes, an email is documented** continue to step 5



### 4. Collect verbal consent for use of email

- a. Contact the patient as per your usual process
- b. Follow the [email consent script](#)

If consent is received

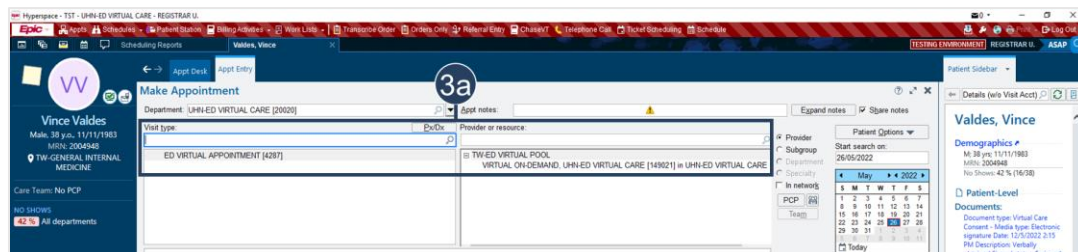
- c. Document the patient's email in Epic by selecting *Edit* from the *Patient Summary*

If consent is not received

- c. If appropriate, proceed with scheduling the patient for a phone appointment
  - Patient cannot participate in a video appointment or eCheck In without an email address

### 5. Schedule the appointment in Epic

- a. Complete scheduling as per your usual processes
  - Select the appropriate *Visit Type*
    - Microsoft Teams Video Appointment, select *ED VIRTUAL APPOINTMENT [4287]*
    - Phone Appointment, select *ED PHONE APPOINTMENT [7304]*
  - *Provider / Resource* will automatically populate as *VIRTUAL ON-DEMAND, UHN-ED VIRTUAL CARE [149021]*



## 1.2 Post Virtual Emergency Department Appointment Activities

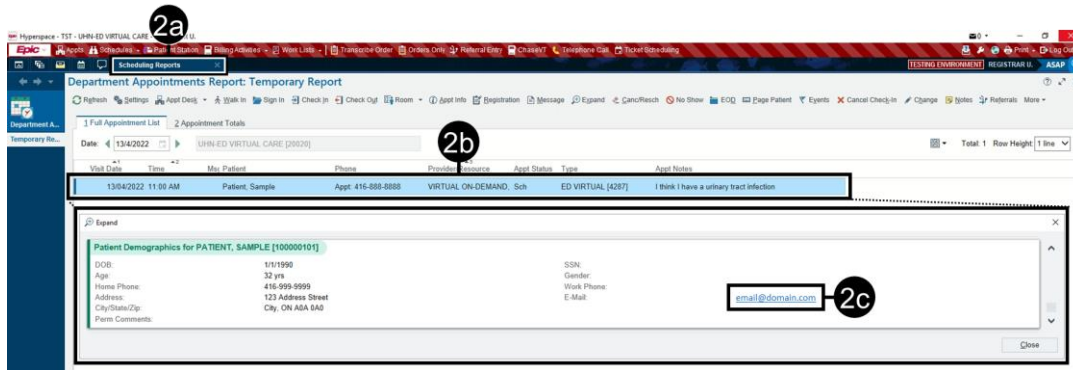
The following activities are required after Virtual Emergency Department video appointments:

### 1. Process post visit items

Complete Appointment Requests, Order Entry, Referral Processing, etc. as per usual practice

### 2. Send Post Virtual Care Appointment Message

- Select the *Scheduling Report* tab
- Double click an appointment to review patient demographics
- Double click or copy the patient email address to send the Post Virtual Care Appointment Message from the [ED-VirtualCare@uhn.ca](mailto:ED-VirtualCare@uhn.ca) email account (template below)



### Post Virtual Care Appointment Message Email Template

Subject Line: Post Virtual Care Appointment Message

Email Body: Thank you for participating in a UHN Virtual Emergency Department Appointment!  
 To provide your feedback on your UHN Virtual Emergency Department Appointment, please click the link at the end of this message. This survey will be submitted anonymously, and your participation is completely voluntary.

myUHN Patient Portal lets you see changes to your appointments and access your results and reports online.

If you don't use myUHN Patient Portal and would like to, contact the myUHN Support team by:

Phone: 416 340 3777 or

Email: [myUHN@uhn.ca](mailto:myUHN@uhn.ca)

For any questions or concerns regarding your UHN Virtual Emergency Department Appointment, please contact [ED-VirtualCare@uhn.ca](mailto:ED-VirtualCare@uhn.ca)

Link to UHN Virtual Emergency Department Appointment Survey:

<https://www.surveymonkey.com/r/PJRLHMP>

Best,

UHN Emergency Department Virtual Care Team

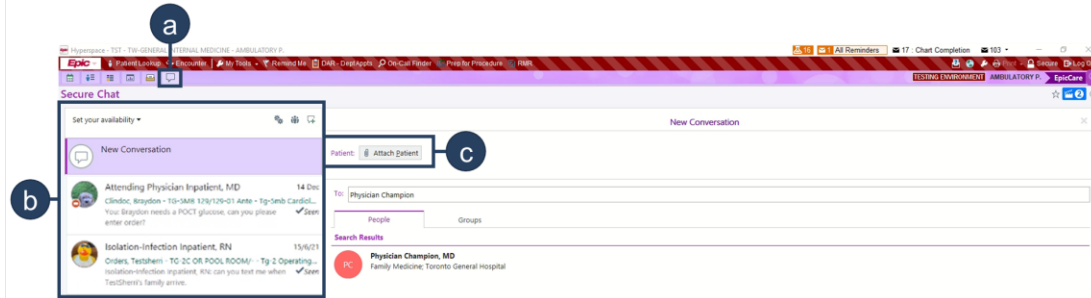
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## 2.0 Coordinating Care from a Computer

You can use Secure Chat to coordinate care for patients in the Virtual Emergency Department patients.

### Coordinate care via Secure Chat

- a. Select the *Secure Chat* icon from the top left ribbon
- b. Select who you would like to chat with, or create a *New Conversation* (individuals or groups)
- c. Select *Attach Patient* to link a patient record to the *Secure Chat*
- a. Discuss with the care team
  - Recipients can open the patient chart directly from *Secure Chat* to join the video appointment



## 3.0 Virtual Emergency Department Schedule Management

The schedule for the Virtual Emergency Department can be managed directly within Epic.

### Schedule management in Epic

Use the *View Schedules* activity to make changes to the schedule as required

**Note.** Refer to details in the Synapse Template Builder Resources [here](#)