

A Tip Sheet for Health Care Providers

Video Appointments using Epic / Microsoft Teams from Haiku

This tip sheet is to support care providers delivering video appointments using Epic / Microsoft Teams using Haiku from a smartphone. **For more detail, see [Video Appointment Provider Resource](#).**

1.0 Haiku: Connect to Video Appointments from a Smartphone

You can connect to an Epic / Microsoft Teams video appointment using a smartphone from Haiku.

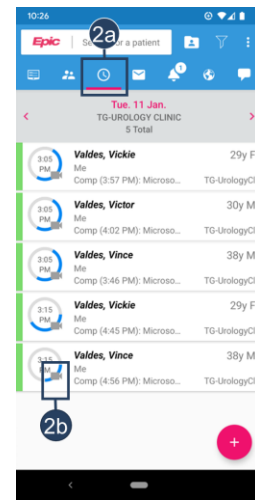
1. Login to Epic Haiku

Login to Epic *Haiku* with your UHN credentials

2. Review your Schedule

- Select the *Schedule* icon from the top ribbon
- Video* icon identifies video appointments
- Select a patient to open the patient chart

Note. You cannot view the signing status of *Virtual Care Consent* form from Haiku. If you have not otherwise confirmed consent in advance of the appointment, please collect and document consent verbally (details in [Video Appointment Provider Resource](#)).

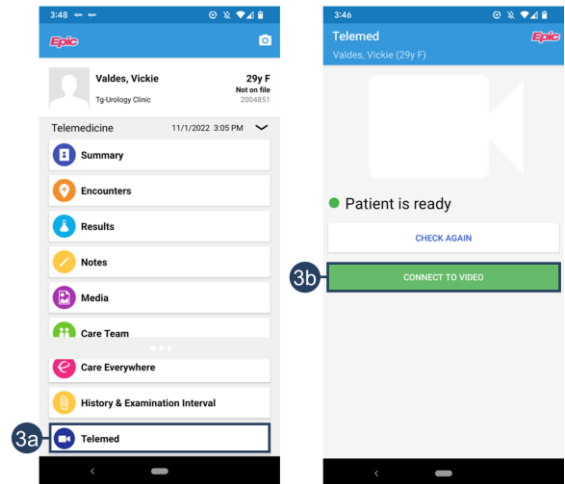


3. Launch the video appointment

- Select the *Telemed* tab (last option)

You can see if your patient has joined the video on the Telemed page

- Select *Connect to Video* – this will launch Microsoft Teams



4. Connect to the video appointment

Join the video appointment in *Microsoft Teams* and *Admit* your patient

5. Conduct the video appointment

Conduct and complete the video appointment as per your usual clinical practices.

Note. Be aware of the following features / capabilities in Microsoft Teams video appointments:

Participants: View all participants in the call, including participants waiting in the lobby

- To remove a participant select the participant's name, 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

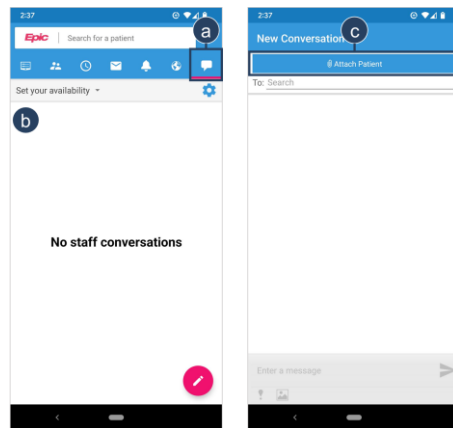
Need help? Please contact UHN Service Desk by calling 416-340-4800 ext. 4357 (H.E.L.P.) or connect to the Virtual Care Team directly via email at virtualcare@uhn.ca

1.1 Haiku: Coordinating Multidisciplinary Video Appointments from a Smartphone

You can use Secure Chat to coordinate multidisciplinary Epic / Microsoft Teams video appointments.

Coordinate care via Secure Chat

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



During the video appointment, you can coordinate a multidisciplinary visit using Microsoft Teams.

Invite a participant from Microsoft Teams during the video appointment

- Select the *Participants* icon in Microsoft Teams while the video appointment is in progress
- To add a participant:
 - Search their name (UHN participants only), or
 - Select *Share Invite* to copy the link to the video appointment
- Document the inclusion of an additional care provider in the patient chart

