

## A Tip Sheet for Health Care Providers

### Video Appointments using Epic / Microsoft Teams from Hyperspace

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

#### 1.0 Hyperspace: Connect to Video Appointments from a Computer

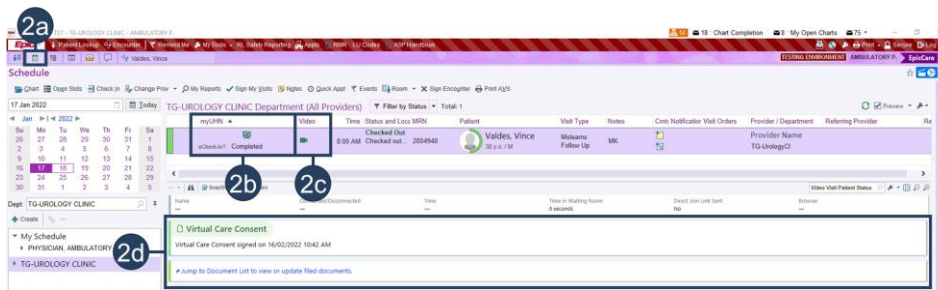
You can connect to an Epic / Microsoft Teams video appointment using a computer from Hyperspace.

##### 1. Login to Epic Hyperspace

Login to Epic *Hyperspace* with your UHN credentials

##### 2. Review your Schedule

- Select the *Schedule* icon from the top left ribbon
- myUHN* column identifies patient activity in myUHN – including *eCheck-in* status
- Video* column identifies video appointments
  - Grey** indicates no one has joined the video appointment
  - Green** icon indicates someone has joined the video appointment
- If this is your first virtual care appointment with the patient, review *Virtual Care Consent* in *Virtual Care Patient Status* display of the appointment *Preview*



##### 3. Launch the video appointment (2 options)

###### 3.1 From your Schedule

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

###### 3.2 From the Patient Encounter

- Click the *Connect to Video* tab in the patient encounter
- Click the *Connect to Video* button – this will launch your web browser (continue to 4)

#### What if your patient has not yet joined the video appointment?

- 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 patient into the video appointment.

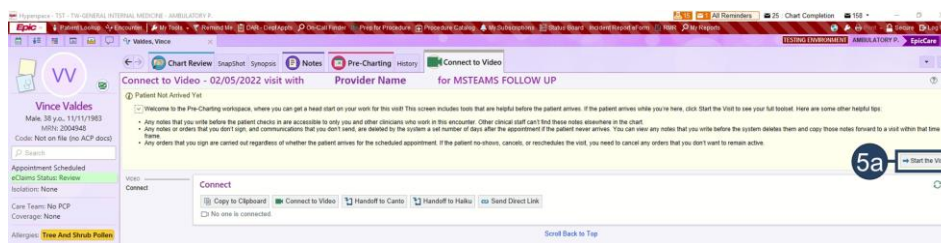
**Note.** If you select the *Continue on this browser* option to launch Microsoft Teams, you must *Admit* your patient from the *Participants* menu

**Note.** Do not use Internet Explorer

## 5. Conduct the video appointment

- Click *Start the Visit* on the yellow banner on any tab (only required if *Patient Not Arrived Yet*)
- Conduct and complete the video appointment as per your usual clinical practices

**Patients must be Checked In for virtual visits** 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 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

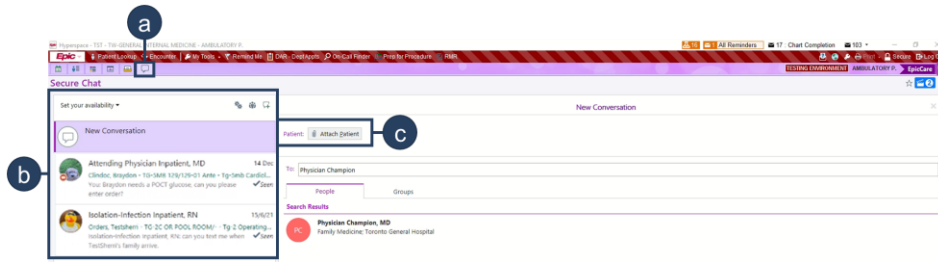
**Need help?** Please contact UHN Service Desk by calling 416-340-4800 ext. 4357 (H.E.L.P.) or connect to the Virtual Care Team directly via email at [virtualcare@uhn.ca](mailto:virtualcare@uhn.ca)

## 1.1 Hyperspace: Coordinating Multidisciplinary Video Appointments from a Computer

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

