

A Tip Sheet for Health Care Providers

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

This tip sheet is to support care providers delivering Virtual Emergency Department video appointments using Epic / Microsoft Teams using Hyperspace from a computer.

1.0 Hyperspace: Connect to Video Appointments from a Computer

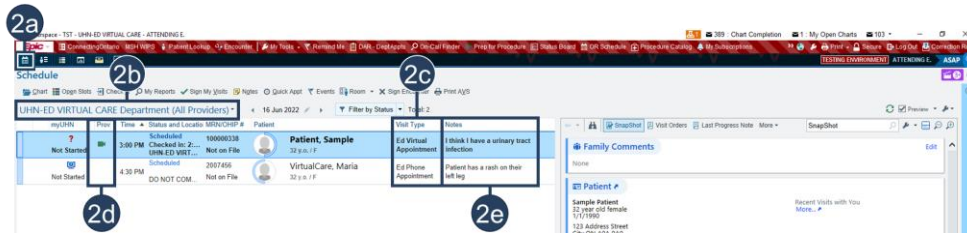
You can connect to an Epic / Microsoft Teams video appointment using a computer from Hyperspace.

1. Login to Epic Hyperspace

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

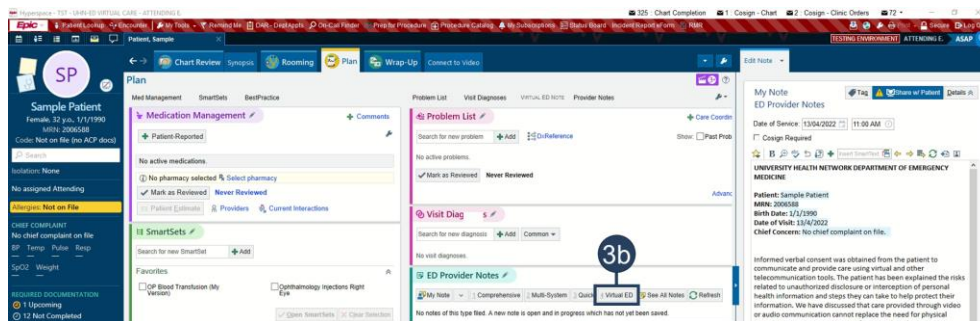
2. Review your Schedule

- Select the *Schedule* icon from the top left ribbon
- Set *Schedule* should display *UHN-ED VIRTUAL CARE Department (All Providers)*
 - Select ▼ next to your name / the department name listed above the schedule
 - Double click *UHN-ED VIRTUAL CARE* the drop down menu
- Visit Type* column identifies the type of virtual appointment
 - Ed Virtual Appointment* identifies a video appointment
 - Ed Phone Appointment* identifies a phone appointment
- Provider Video* column identifies patient connection status to the video appointment
 - Grey** indicates no one has joined the video appointment
 - Green** icon indicates someone has joined the video appointment (hover to see who)
- Notes* column identifies the patient self-reported reason for visit



3. Review patient chart

- Double click a patient appointment to open the *Patient Chart*, review as per usual clinical practices
- Note Template is available: Go to *Plan* tab → *ED Provider Notes* section → select *Virtual ED*



4. Launch the video appointment

From your Schedule

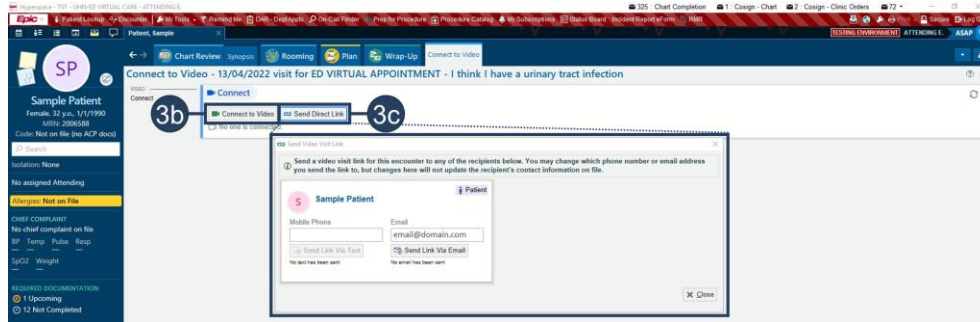
- Double click the camera icon (see 2b above) – this will launch your web browser

From the Patient Chart

- Click the *Connect to Video* tab in the patient chart
- Click the *Connect to Video* button – this will launch your web browser

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 text message and/or email



5. Connect to the video appointment

Open Microsoft Teams from the web browser, join the video appointment and *Admit* your patient

Note. Do not use Internet Explorer

6. Conduct the video appointment

Conduct and complete the video appointment as per 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 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

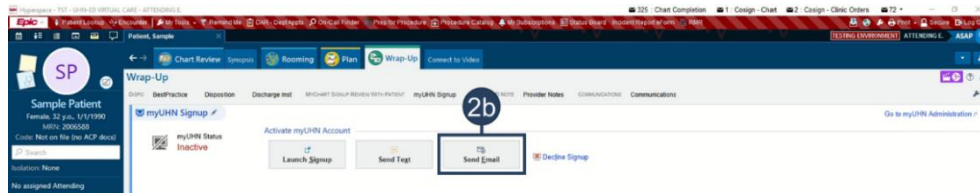
Share Screen: Please ensure no PHI for other patients is visible before sharing your screen

7. Complete the visit

Complete the Virtual Emergency Department visit as per usual clinical practices

What if your patient is not registered for myUHN Patient Portal?

- Select the *Wrap-Up* tab in the patient chart
- Go to the *myUHN Signup* section → select *Send Email*



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 Hyperspace: Coordinating Care from a Computer

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

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*
- c. Discuss with the care team
 - Recipients can open the patient chart directly from *Secure Chat* to join the video appointment

