

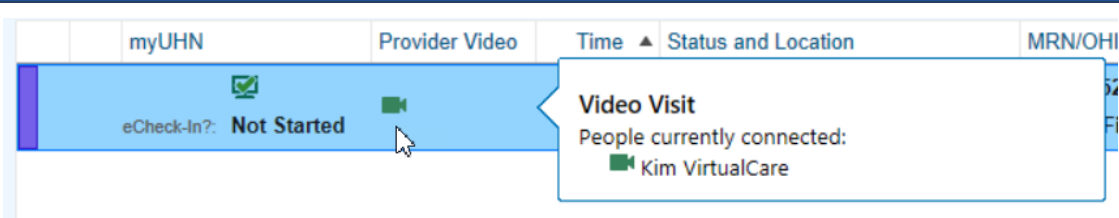
A Resource for Care Providers

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 might need time to navigate through hardware tests.

Before the video visit begins, providers may see the patient is *Connected* in Epic. If the video icon is green, it indicates that the patient is connected. Hovering over the icon will display confirmation of their connection status (1). This usually means the patient clicked the link to join the visit and is waiting in the lobby (2).

1. Patient shows as *Connected* in Epic



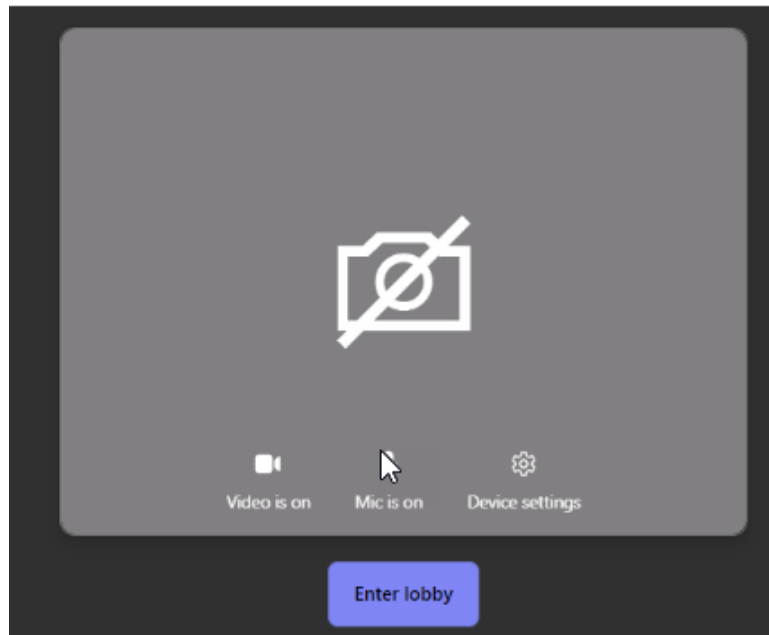
2. Patient is in the MS Teams lobby. Patient enters their name and clicks *Get Started*



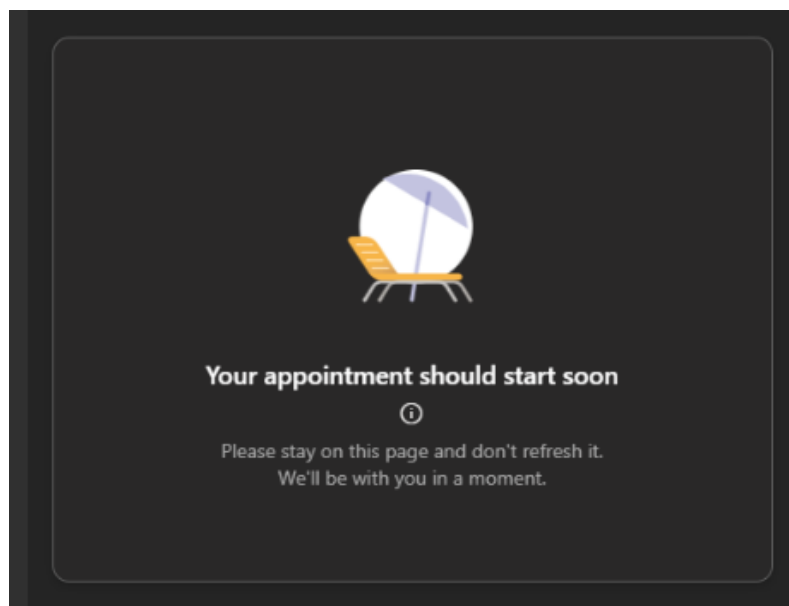
Welcome to your appointment. Enter your name to let us know you're here.

Get started

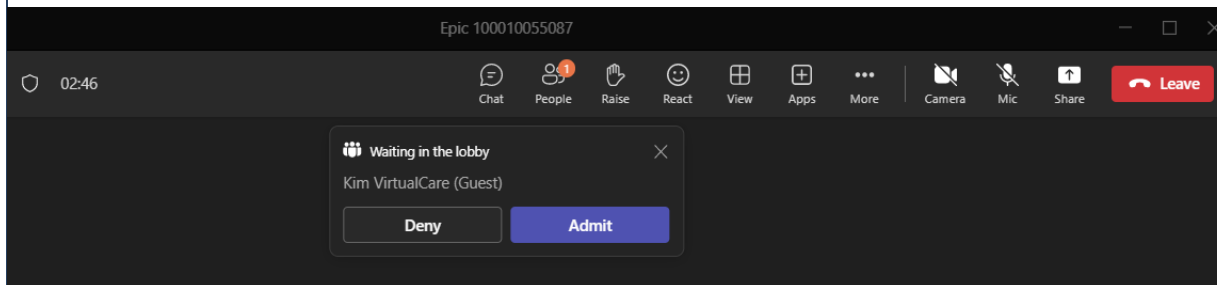
3. Patient adjusts their camera, microphone, and device settings (if needed) and clicks *Enter lobby*



4. If the provider hasn't joined yet, the patient will see the following screen



4. 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.
 - If possible, connect to the video visit a few minutes early to give the patient time. Then, you can admit the patient 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 Patient Portal can test their device from the Portal as soon as the visit is scheduled
 - Patients without myUHN Patient Portal can test their device from eCheck in (available 2 days before the visit)