Virtual Visits Using Microsoft Teams

A quick guide for patients and families

Use this guide to prepare for your video visit with your care provider using Microsoft Teams (Teams). Your care team might refer to your video visit as a virtual visit or virtual appointment. Teams is a secure and private software. There is no cost to you for using this software for your video visit.

To change or cancel your visit

Call your UHN clinic (https://www.uhn.ca/PatientsFamilies/Visit_UHN/Clinic_Appointments) if you have any questions about your visit or need to change or cancel it.

For a video visit using Teams, you will need:

1. **A device and videoconferencing tools.** You can use:
   - a desktop computer
   - a laptop
   - a smartphone (iPhone or Android), or
   - a tablet (iPad or Android)

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Your device must have:

- ✓ a camera
- ✓ speakers
- ✓ a microphone

You can also use a headset that has a microphone.

2. **An internet connection and internet browser that is up to date.**

   - You will need a private and stable internet connection
   - You also need to make sure your internet browser is up to date. To check if your browser is up to date, visit the website What is My Browser (https://www.whatismybrowser.com)

3. **A valid Ontario health card.**

2 days before your scheduled video visit:

Check your email for the eCheck-In notice.

The email is called "Link for upcoming virtual visit and eCheck in" and is sent from an email address ending with **@uhn.ca**.

It will include:

- the date and time of your visit
- a link to "Check In" online, where you can confirm your personal information and complete a test of your device
- the link to join your visit

Note: Check your spam or junk folder if you do not see this email in your inbox.

# Up to **15 minutes before** your scheduled video visit:

1. Make sure you have your valid Ontario health card with you.

2. Prepare to join your video visit using the email link or from myUHN Patient Portal. Make sure you are in a private, quiet place with a strong internet connection.
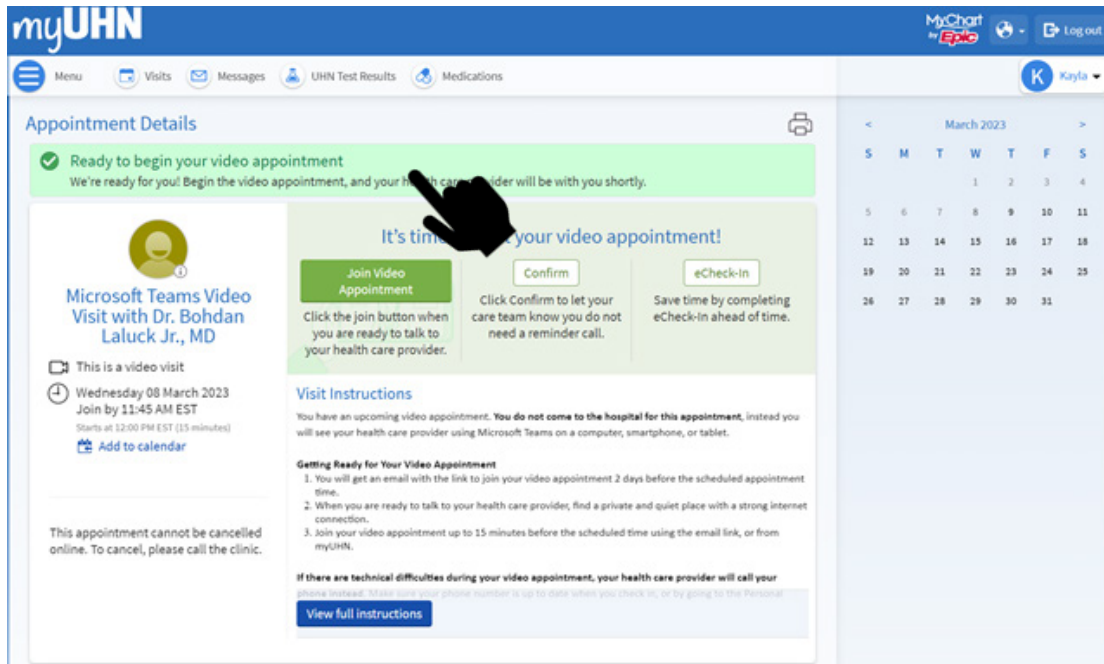
To join using the email link:

- Open the virtual visit eCheck-In notice in your email
- Click the green video button
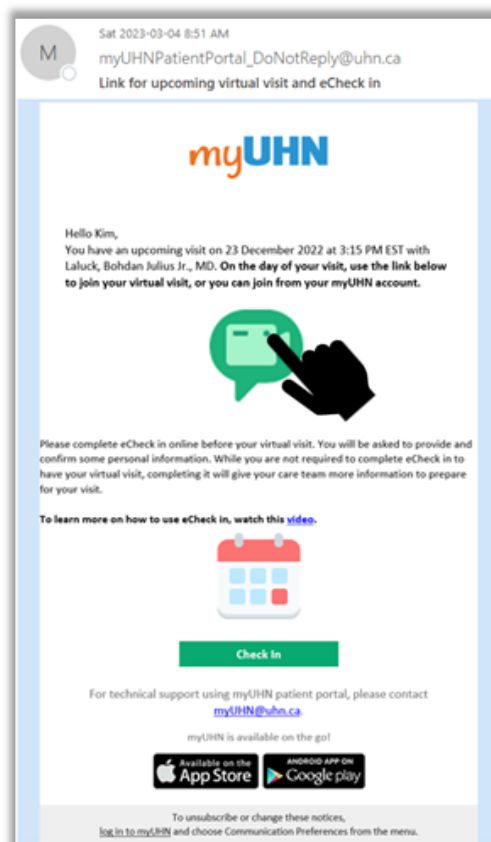
To join from myUHN Patient Portal:

- Log in to your myUHN Patient Portal account
- Go to the Visits page and click the Teams video visit
- Click "Join Video Appointment"

Note: The meeting will open in your web browser. Use **Google Chrome**, **Microsoft Edge** or **Safari**. Do not use Internet Explorer or Samsung Internet.

3. When you join your video visit, you will be in an outside lobby until your care provider joins.
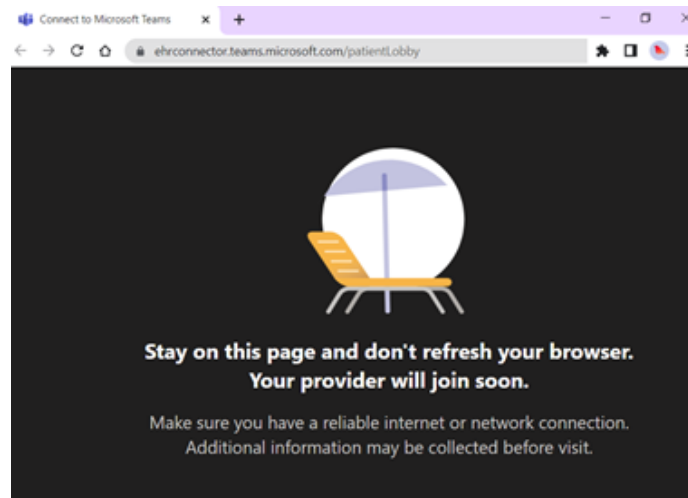
4. Once your care provider joins, your screen will change. **Make sure to keep your internet browser open and stay by your computer so you are ready when your care provider joins.**
    - Type your name and click "Get started"
    - Turn your camera and microphone on so that your care provider can see and hear you and click "Enter lobby"
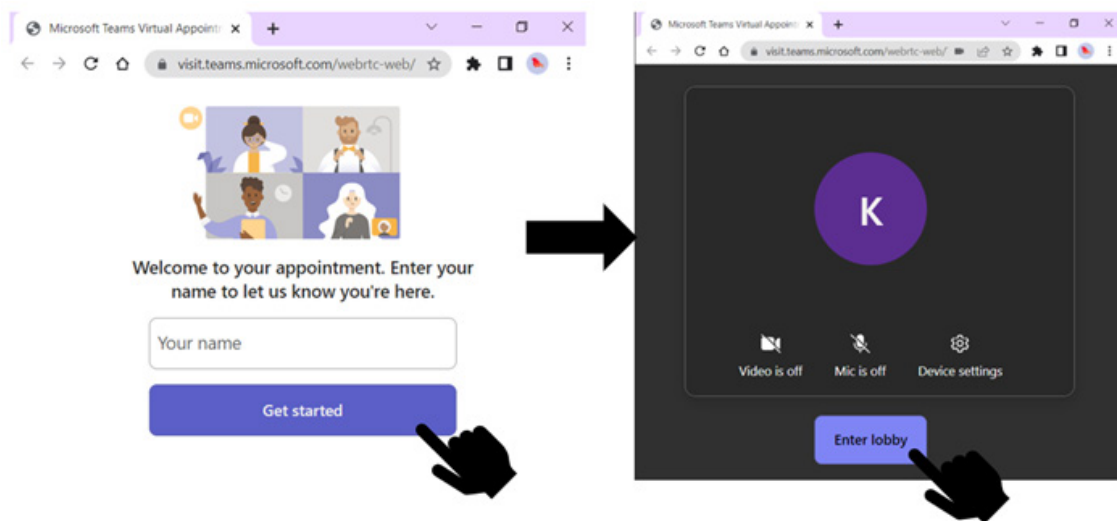
Tips for using Microsoft Teams

Video conferencing controls

1. **Share Screen:** Click to share your screen with your provider.

2. **Camera:** Click to turn your camera on or off.

3. **Microphone:** Click to turn your microphone on or off.

4. **More actions:** There is an option to turn on Live Captions. Ask your provider to turn on Live Captions if you need them.

5. **End Call:** Click to end the video visit.

6. **Chat:** Click to read and send text comments to others in the video visit. If you do not initially see the chat button, click anywhere on your screen and it should appear.
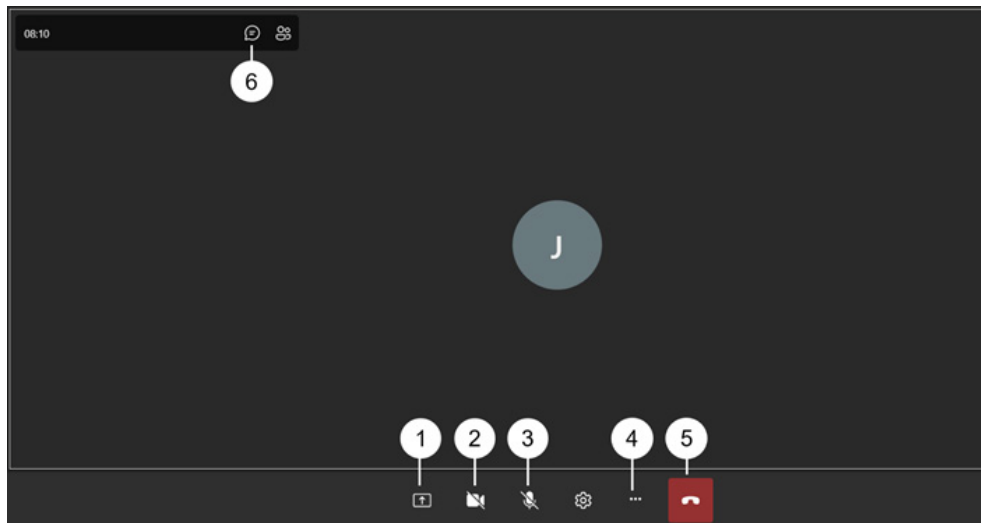
Troubleshooting during your video visit

If you can't hear your care provider: check that the volume on your device is turned on and is turned up.

If your care provider can't hear or see you: check that your camera and microphone are turned on, and that you are not muted.

If your video or sound is slow, distorted or interrupted:
Check that your internet connection is as strong and fast as possible.

- If you are using wireless internet (Wi-Fi), stay close to your Wi-Fi router.

- Close any other apps or programs that may be open in the background.

- If other people are using your internet too, ask them to avoid activities that may slow down your connection during your visit. These activities may include streaming videos (watching Netflix or YouTube) or playing online videogames.

Still experiencing technical issues during your visit?
Your care provider may contact you. Make sure your phone number is up to date when you check in, or by going to the Personal Information page in myUHN.

Protecting your privacy

- Make sure the email invitation came from your care provider. The email address should end with **@uhn.ca**.

- **Do not reply** to the virtual visit check in notice email. If you have questions about your visit, call your clinic.

- We will never ask you to disclose any personal or sensitive information by email.

- During your virtual visit, use a private, secure internet connection and location. Never use videoconferencing for healthcare visit in a public place or using public Wi-Fi, such as at an airport, café, or other open area.

- Tell your care provider if:
  - you shared the invitation email or invitation link with anyone else
  - there is anyone else in the room with you during your visit

For your privacy, and the privacy of your care provider, please **do not record** the audio or video of your virtual visit.

Find more information on [virtual visits and privacy tips](https://www.uhn.ca/PatientsFamilies/Virtual_Care) (https://www.uhn.ca/PatientsFamilies/Virtual_Care) on the UHN website.

Need help before your virtual visit?

You can test your device before a Teams video visit by:

- Completing the **Hardware Test** step during eCheck-In, or
- Clicking the **Test your device** button in your appointment details, if you have a myUHN account

If you have questions or need help preparing for your virtual visit, please contact our team at least 2 business days before your visit.

- Phone: 416 340 3777
- Email: myUHN@uhn.ca
- Hours: Monday to Friday, 9:00 am – 5:00 pm

Our team is ready to help you with:

- general questions about virtual care
- how to prepare for a virtual visit, including hardware or software requirements
- clarifying virtual care appointment information in myUHN or appointment reminders
- digital literacy support, including technical virtual care troubleshooting

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Visit www.uhnpatienteducation.ca for more health information. Contact pfep@uhn.ca to request this brochure in a different format, such as large print or electronic formats.