

## A Tip Sheet for Health Care Providers

### Microsoft Teams WebRTC Features and Workarounds

This tip sheet outlines the features available to patients and care teams during a Microsoft Teams video visit and how to use them.

- Patients join Epic-integrated Microsoft Teams video visits using a simplified version of Teams called WebRTC (web real-time communications)
- WebRTC allows patients to join the visit without downloading the Teams app, but there are some limitations to the features available in WebRTC
- Virtual Care continues to advocate for additional features to be added to WebRTC

#### 1.0 Microsoft Teams WebRTC Features

Features that are currently available for patients and care teams:

Feature	Patients	Care Teams
Camera (on / off)	✓	✓
Microphone (on / off)	✓	✓
Chat	✓ <sup>1</sup>	✓
Gallery view of participants	✓ <sup>2</sup>	✓
Share screen	✓	✓ <sup>3</sup>
Live Captions	✓	✓
View Options (Pin / Spotlight)		✓ <sup>4</sup>
Virtual backgrounds		✓
Reactions (thumbs up, applause)		✓
Raise Hand		✓
Participant management: <ul style="list-style-type: none"> <li>• Admit / remove participant</li> <li>• Add participant</li> <li>• Share meeting link</li> </ul>		✓
Breakout rooms		
Dial-in phone numbers		

<sup>1</sup> Patients cannot access chat after leaving the video visit.

<sup>2</sup> Patients see a Gallery View (combination of large and small video tiles) if there are more than 2 participants in the visit. Large video tiles rotate based on active and recent speakers.

<sup>3</sup> When sharing PowerPoint slides, patients cannot see the slides if they are shared through PowerPoint Live. Refer to Section 1.1 below.

<sup>4</sup> Care teams have the option to pin/spotlight but it does not appear for patients in WebRTC.

## 1.1 Share PowerPoint Slides

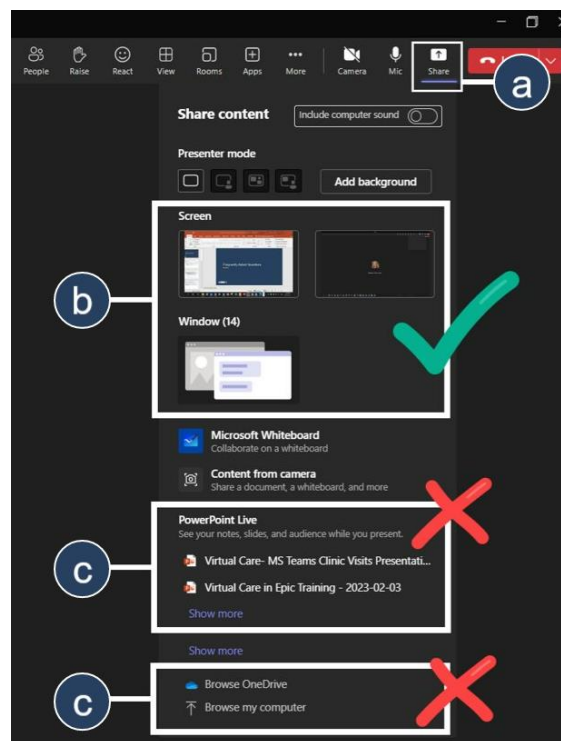
Slides shared through PowerPoint Live are not viewable for patients using WebRTC. Instead of using PowerPoint Live, follow the instructions below.

### Share PowerPoint slides using Window or Screen

**First, open the PowerPoint file with your slides (outside of Microsoft Teams).**

Then, in Teams:

- a. Select *Share*
- b. Select the **Window** or **Screen** that contains your PowerPoint file
- c. Do not select anything under **PowerPoint Live**, **Browse OneDrive** or **Browse my computer**. All of these options will open the slides in PowerPoint Live.



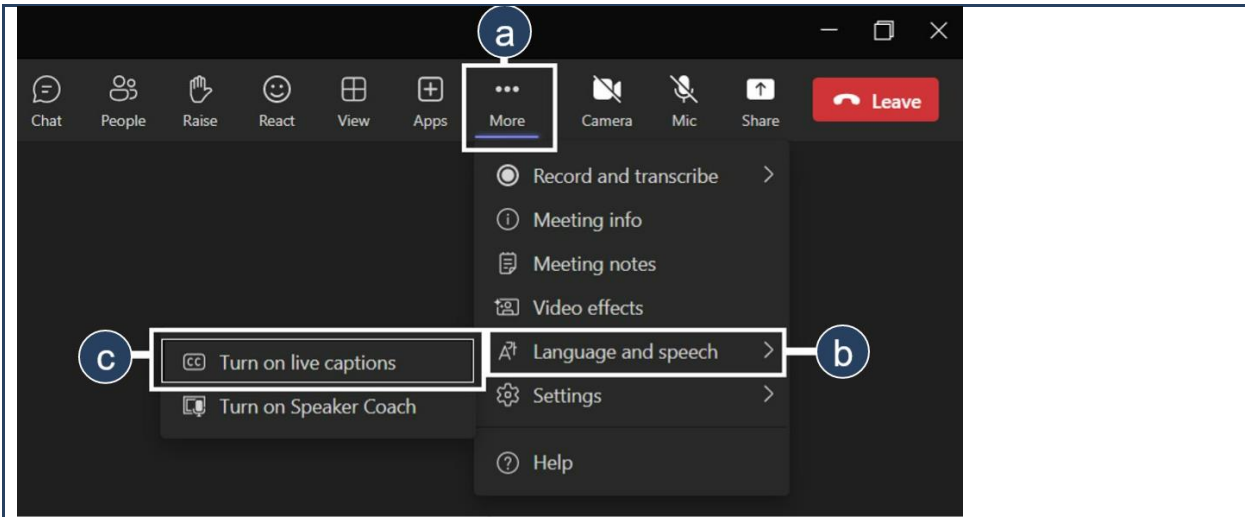
Two screens are recommended (e.g. laptop and external monitor). Learn more about sharing your screen: [Share content in a meeting in Teams](#)

## 1.2 Turn on Live Captions

**Providers must enable Live Captions first, and then patients can also turn them on.**

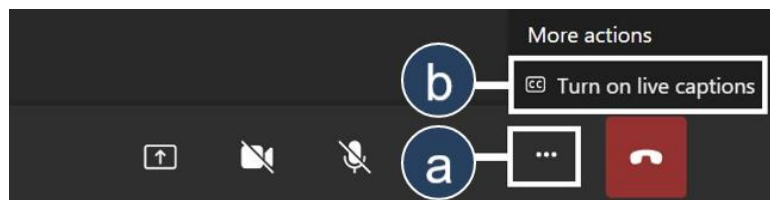
**Providers:**

- a. Select *More*
- b. Select *Language and speech*
- c. Select *Turn on live captions*



**Patients:**

- a. Select *More*
- b. Select *Turn on live captions*



## 2.0 Workarounds for WebRTC

**! Workarounds should only be used until limitations are resolved with Microsoft**

The workarounds below are not encouraged and should only be used if features unavailable in Web Teams are essential for patient care. Consider the outlined risks before using a workaround.

### 2.1 Patient Access to All Microsoft Teams Features

**As required**, UHN care teams can send patients a link to join the visit using the regular Microsoft Teams application, which has additional features (i.e. patients will bypass the limitations of WebRTC).

**Benefits**

Patients can access additional features:

- View options (Pin, Spotlight)
- Raise Hand
- Virtual background
- Reactions (thumbs up, applause)

**Risks**

- Additional work for care teams to manually send links
- Risk to completeness of medical record in Epic when communication occurs outside Epic
- Introduces discrepancy between UHN-wide patient instructions / resources and video visit workflows for your patients
- Patients must ignore automatic links and notifications from Epic and they cannot join through myUHN

## Copy and share meeting link from the Microsoft Teams video visit

- a. Select *People*
- b. Select *Share invite* to copy the link to the video visit
- c. Select *Copy meeting link*
- d. Share the link with each patient via your preferred secure communication mechanism
  - Communicate to patients they should **not** join from the link in any email notifications or from myUHN Patient Portal

**Note:** This link launches the regular Microsoft Teams application. Participants are prompted to either open the Microsoft Teams application (desktop or mobile) or continue on their browser.

