



Preparing for a Video Appointment

How to prepare for a Video Appointment with your Healthcare Team

Video Appointment Preparation

This handout offers information on how to prepare for a video appointment with your healthcare team.

You can choose to join your video appointment:

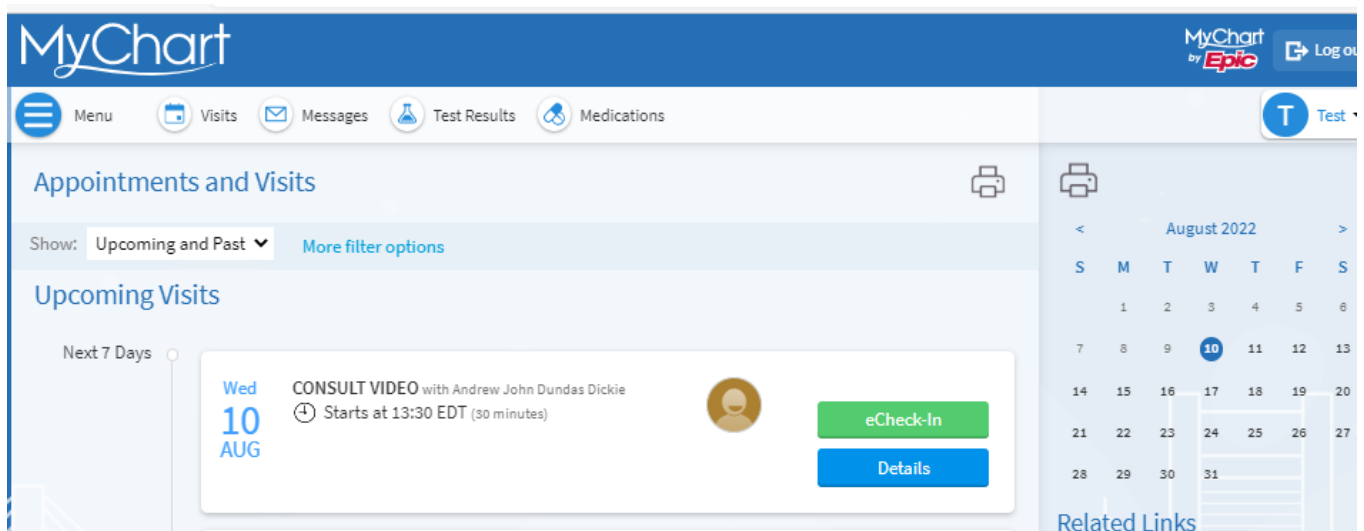
- Using the link in the email you received from donotreply@ourepic.ca.
 - You can also forward this email to a family member/partner-in-care allowing them to join the video appointment with you.

Or

- From your MyChart Central East Ontario account

If you have a MyChart Account

Sign into your MyChart account to see your scheduled video appointment. Click on 'Visits'. See an example of an appointment in the picture below.



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Preparing for your Video Appointment

To participate in a video appointment with your healthcare team, you need to use:

1. A computer that has both a webcam and microphone.

Microsoft Teams works best using one of the following web browsers. You may need to download one of these browsers on your computer if you don't already have one of them:

- **Microsoft Edge:** <https://www.microsoft.com/en-us/edge?r=1>
or
- **Google Chrome:** https://www.google.com/intl/en_ca/chrome

Or

2. A tablet or smartphone.

If you plan to use your tablet or smartphone, you need to down load the Microsoft Teams app from your device's app store.



Android app



Apple app

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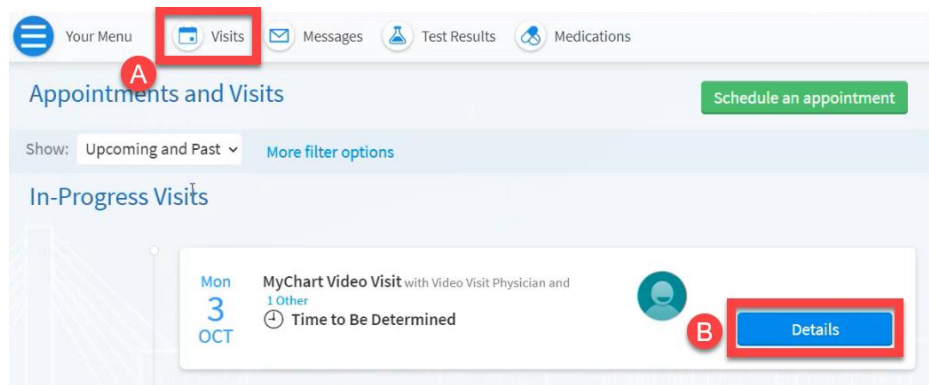


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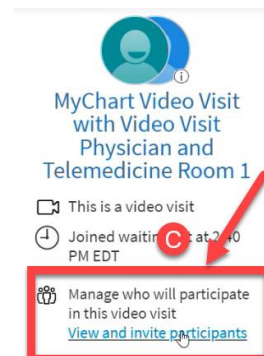
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Inviting a Guest from MyChart

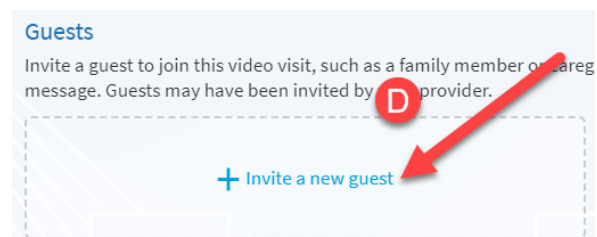
From the toolbar at the top of the page, select the **Visits** link (A). This will redirect you to the Appointments and Videos page. Find your appointment for today and click on the **Details** button (B).



On the left-hand side, you will see your appointment details. To send the link to a guest, click on the **View and invite participants** link (C).



Under the Guests section, click the **+ Invite a new guest** link (D).



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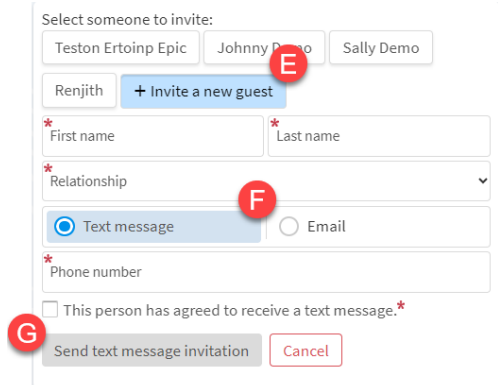
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Select the **+Invite a new guest** button (E) and complete all of the mandatory fields indicated with a red asterisk * (F). Click the **Send text/email message invitation** button to send the invite (G).



Select someone to invite:

Teston Ertoinp Epic Johnny Demo Sally Demo

Renjith **+ Invite a new guest** (E)

* First name * Last name

* Relationship (F)

☒ Text message ☐ Email

* Phone number

☐ This person has agreed to receive a text message.*

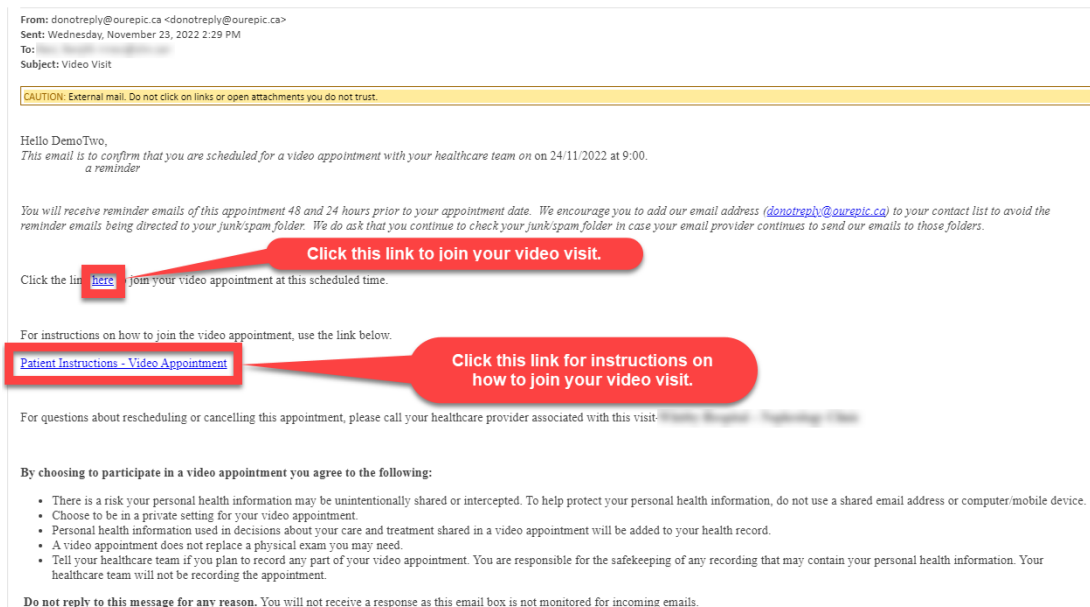
Send text message invitation (G) Cancel

On the Day of your Scheduled Video Appointment

1. Joining your video appointment

From the Link in the Email you Received

Click on the link found in the confirmation or reminder emails you received from donotreply@ourepic.ca. You should have received the confirmation email within one hour of booking the appointment. You will also receive an email reminder 48 and 24 hours before your video appointment.



From: donotreply@ourepic.ca <donotreply@ourepic.ca>
Sent: Wednesday, November 23, 2022 2:29 PM
To: [Redacted]
Subject: Video Visit

CAUTION: External mail. Do not click on links or open attachments you do not trust.

Hello DemoTwo,
This email is to confirm that you are scheduled for a video appointment with your healthcare team on 24/11/2022 at 9:00.
a reminder

You will receive reminder emails of this appointment 48 and 24 hours prior to your appointment date. We encourage you to add our email address (donotreply@ourepic.ca) to your contact list to avoid the reminder emails being directed to your junk/spam folder. We do ask that you continue to check your junk/spam folder in case your email provider continues to send our emails to those folders.

Click the link [here](#) to join your video appointment at this scheduled time. **Click this link to join your video visit.**

For instructions on how to join the video appointment, use the link below.
[Patient Instructions - Video Appointment](#) **Click this link for instructions on how to join your video visit.**

For questions about rescheduling or cancelling this appointment, please call your healthcare provider associated with this visit: [Redacted]

By choosing to participate in a video appointment you agree to the following:

- There is a risk your personal health information may be unintentionally shared or intercepted. To help protect your personal health information, do not use a shared email address or computer/mobile device.
- Choose to be in a private setting for your video appointment.
- Personal health information used in decisions about your care and treatment shared in a video appointment will be added to your health record.
- A video appointment does not replace a physical exam you may need.
- Tell your healthcare team if you plan to record any part of your video appointment. You are responsible for the safekeeping of any recording that may contain your personal health information. Your healthcare team will not be recording the appointment.

Do not reply to this message for any reason. You will not receive a response as this email box is not monitored for incoming emails.

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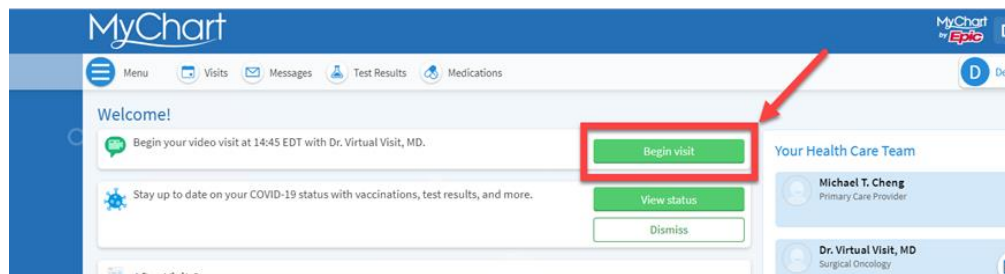
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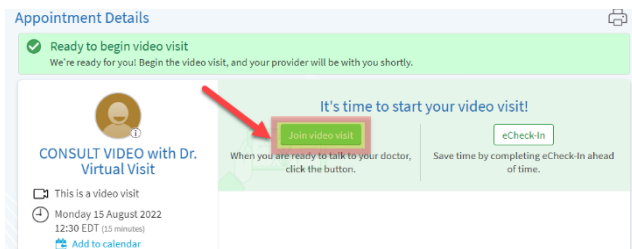
[From your MyChart Account](#)

You may be scheduled for an appointment with a nurse as well as a doctor. Choose the 'consult video' appointment with the doctor.

Click on the 'begin visit' button (see picture below) 10 minutes before the scheduled time of your video appointment.

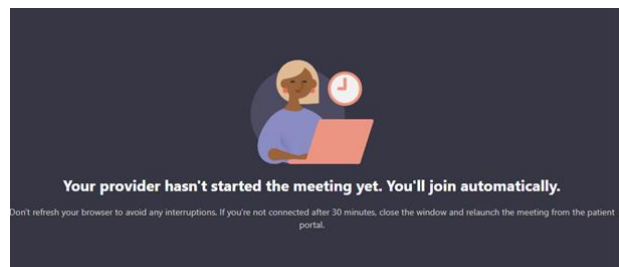


This will open a new screen called 'appointment details' (see picture below). Click on the 'join video visit' button. This button will change colour from grey to green 15 minutes before the scheduled time of your video appointment.



2. Waiting for your healthcare team to join the video appointment

Join the appointment as a Guest. You will see the screen below until your healthcare team (provider) joins the video appointment.



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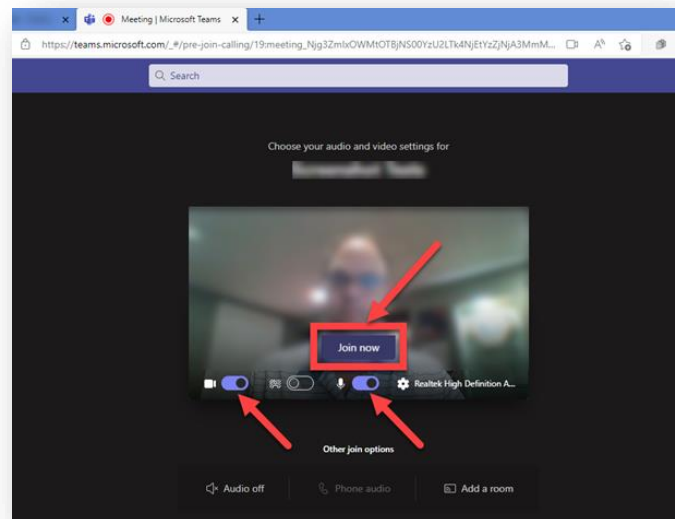
An urgent issue may delay your healthcare team from joining the video appointment on time. We ask you to wait for 30 minutes past the scheduled start time of your appointment. Leave the video appointment if your healthcare team has not joined after 30 minutes. Call your healthcare team to reschedule your appointment.

3. When a member of your healthcare team joins the video appointment

Microsoft Teams will open when your healthcare team joins the call. If prompted, allow Teams to access the microphone and camera, as well as agree to the terms for MS Teams. Make sure your camera and microphone buttons are turned on. The buttons will have a line through them if they are turned off. See the pictures below.



Click the 'Join now' button. Toggle on the video icon and microphone icon to turn the video and sound on, if not already done so.



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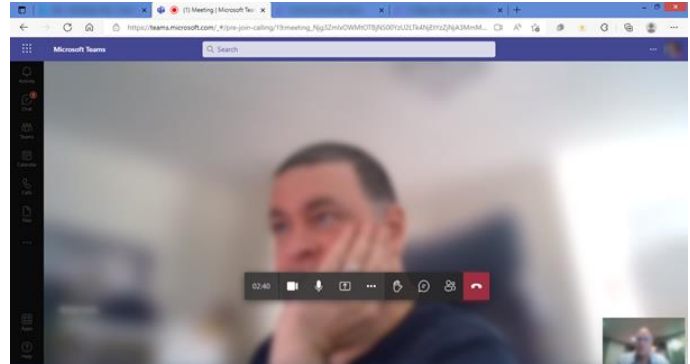
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You will now see a member of your healthcare team on the screen.



You will see a second screen with your family member/partner-in-care if they have also joined your video appointment.

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