



FAQ: Virtual Video Appointments

Frequently Asked Questions about connecting to a Virtual Video Appointment.

Frequently Asked Questions

Question?	Answer
What is a Virtual Visit?	A virtual visit is just like a regular appointment, the only difference is that you will see and speak with your healthcare provider via video. Before you start the appointment, your healthcare provider will already have all relevant information about you to support your Virtual Visit.
What do I need to do a Virtual Visit?	Virtual Visits are easy to do. If you currently use email and access the Internet, have a personal computer with a webcam, speaker and microphone, or a smartphone or tablet — you have all the skills and equipment you need. Please refer to details in the email you receive.
How does a Virtual Visit work?	<p>The healthcare provider arranging the virtual visit will send you an email invitation. (Tip: if you cannot see it in your Inbox, check your 'Junk' email/'Spam' folder.).</p> <p>It is recommended to check the link on your system or device ahead of time. For the best experience, we recommend using the App or the Chrome or Edge internet browser, on your personal computer. For mobile devices, download and install the required application before your appointment.</p> <p>When the time comes for your appointment, click the 'Join Teams meeting' link in your email, or Log in as a Guest. You'll be asked to enter your name. A video window will open on your device and your personal, private appointment will begin.</p>
Is there a cost associated with the Virtual Visit?	No. There is no cost to patients to participate in a Virtual Visit.

An **Epic** Implementation in Partnership with Central East Ontario Hospitals

This material contains confidential and copyrighted information by Epic Systems Corporation and intended solely for the use of the individual or entity to which they are addressed to. It is strictly forbidden to share, disclose, or reproduce any part of this message or its contents without expressed written consent.



FAQ: Virtual Video Appointments

Frequently Asked Questions about connecting to a Virtual Video Appointment.

Question?	Answer
Will the Virtual Visit be private and confidential?	Just like an in-office healthcare appointment your Virtual Visit will be private and confidential. It can only be seen and heard by you and your healthcare provider.
Does a Virtual Visit replace the need for an In-Person Visit?	No, care provided through video or audio communication cannot replace the need for physical examination or an in-person visit for some disorders or urgent problems, or the need to seek urgent care in an Emergency Department, as necessary.
What is the difference between a Virtual Care appointment and OTN (Ontario Telemedicine Network)?	OTN has a longer intake process to set up appointments. Virtual Care is a quick set up, using Microsoft Teams.
Can my family member's email be used for my virtual care appointment?	Yes, please advise the office staff who are booking your appointments of the personal email to be used, and any changes to this. (Note – the patient or substitute decision maker (SDM) must provide consent.)
I'm a patient and cannot find the email that the Clerk sent me.	Check your 'Junk'/'Spam' email folder. It is also recommended to update your email settings to ensure any future Lakeridge Health emails do not land in 'Junk'/'Spam'.
I'm a patient and have downloaded the Teams app as directed in the email I received, but I want to know if this is working. Can I test this ahead of time before my appointment?	Yes, the invitation to the Teams meeting can be tested ahead of time. Open the invitation email that was sent and scroll to bottom - you should see a link to "Join Teams Meeting". Note - if you looking at the <i>reminder email</i> , and not the <i>first invitation email</i> , you may not see the 'Join Teams Meetings' link. In the invitation email, select "Join" and enter your name to practice joining the meeting; when testing you will be the only person in the meeting.

An **Epic** Implementation in Partnership with Central East Ontario Hospitals

This material contains confidential and copyrighted information by Epic Systems Corporation and intended solely for the use of the individual or entity to which they are addressed to. It is strictly forbidden to share, disclose, or reproduce any part of this message or its contents without expressed written consent.



FAQ: Virtual Video Appointments

Frequently Asked Questions about connecting to a Virtual Video Appointment.

Question?	Answer
What if I need to change/cancel my virtual care appointment?	If you need to change/cancel your appointment, check the information at the bottom of the virtual care email invitation. There will be information on whom to call for technical issues, as well as whom to call to make changes to your appointment.
Can I just send a reply to the virtual email invite, will I get a response?	No, this email address is not monitored. If you respond in this manner, it will result in a missed appointment. Please call the number provided in the invitation email to make changes to your scheduled appointment.
I'm a patient, and there are three providers I will be seeing in my virtual clinic appointment. How do I connect with each provider? Do I need to have three separate meeting invites or is it possible to just have one?	Only one meeting invite will be set up, and each provider will take a turn to meet with you privately. When the first provider is finished and leaves the call, the patient does not need to do anything, and can stay on the call and wait for the next provider to join. Please be assured each provider who joins the call will be having a private session with you and the session will not be recorded.
I am a clerk and I want to edit a patient's existing appointment to another date/time. Do I need to cancel the original appt and reschedule it?	No, in the Appt Desk activity, select the appointment to be changed and click on Cancel/Reschedule. You will be asked to indicate a reason for change, then click 'Reschedule' to go through the normal scheduling Book It workflow.
I'm a provider, after I have logged into the Teams meeting, how do I see the patient?	Upon the patient joining the meeting invite, their video and audio should be enabled. Note: If the patient has joined the meeting invite as a "guest", the provider will be prompted on-screen to "Admit" them, click this to enable their video and audio.
When my session with the patient is finished, how do I leave the call?	To end your session, click on the red 'Close' button at the top right of the screen. The patient will remain on the call until they close their session.
For staff who work specific hours, can they be booked when they are already busy? Off hours?	Staff hours show on the list, but they can be manually overridden by entering a new appt and accepting through the warning prompts.

An **Epic** Implementation in Partnership with Central East Ontario Hospitals

This material contains confidential and copyrighted information by Epic Systems Corporation and intended solely for the use of the individual or entity to which they are addressed to. It is strictly forbidden to share, disclose, or reproduce any part of this message or its contents without expressed written consent.



FAQ: Virtual Video Appointments

Frequently Asked Questions about connecting to a Virtual Video Appointment.

Question?	Answer
If a second or third provider needs to join after I am finished, how does that work?	If there are more than one provider, each will join the same meeting that you were in via their calendar invite sent by the clerk. The patient does not need to hang up and call back.
What is the device inclusion criteria for the patient?	<input type="checkbox"/> Familiarity/use of personal email <input type="checkbox"/> Smart device with camera and microphone (e.g. iPad, iPhone, laptop)
What is the appropriate equipment for the patient?	<input type="checkbox"/> Desktop/laptop computer with webcam/microphone/speaker <input type="checkbox"/> Android Tablet or iPad <input type="checkbox"/> Smartphone (Android or Apple) with camera (Blackberry not supported) Systems Supported: Windows Server 2012 R2+ or later, Windows 10 or later, or Windows 8.1 Mac OS X 10.11 El Capitan or later Browsers Supported: Google Chrome (preferred), Edge Tablets Supported: Latest versions of iPad and Android
What is the required internet access for the patient?	<input type="checkbox"/> High speed internet <input type="checkbox"/> WIFI connection (a weaker Wi-Fi or 4G-LTE signal may interrupt the connection)

An **Epic** Implementation in Partnership with Central East Ontario Hospitals

This material contains confidential and copyrighted information by Epic Systems Corporation and intended solely for the use of the individual or entity to which they are addressed to. It is strictly forbidden to share, disclose, or reproduce any part of this message or its contents without expressed written consent.