

## Guide for Scheduling and Conducting Virtual Visits via Skype for Business



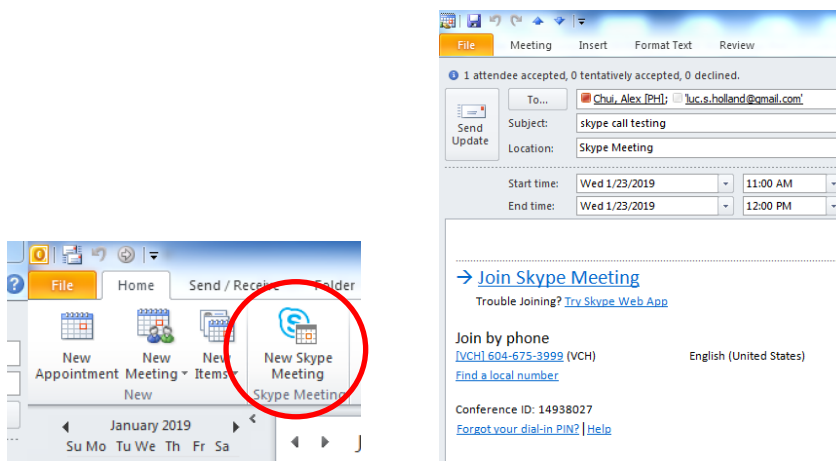
### 1. Communicate with patient.

Give the patient the Virtual Visit Handbook for patients. Ensure you have his/her email address.

### 2. Schedule visit.

This process may be done by a clinic staff member rather than the health care provider.

- 1) Open Outlook calendar. Click New Skype Meeting. A new window will open. Ensure that the Skype meeting information appears, including a phone number. Enter the start and end times for the visit.



- 2) Enter a subject line that will not reveal personal information if someone else sees the patient's calendar. For example, "Virtual Visit" is preferable to a subject that reveals the discipline of the health care provider.
- 3) Paste the following instructions into the appointment:
  - a. If you will be using a smartphone or a tablet, please download and test the Skype for Business app before your virtual visit. If you are using a desktop or laptop computer, the meeting link will open in your web browser and no app is needed.
  - b. On the day of your virtual visit, open the appointment in your email calendar and click 'Join Skype Meeting' to open the session.

How you want to be treated.

- c. You will then be prompted to join the meeting as a guest. Enter your name and join the meeting. Your health care provider will see that you are waiting in the “virtual lobby”.
- d. Your camera and microphone will be defaulted off. Click the icons at the bottom of the screen to turn them on.
- e. If you experience any technical difficulties with Skype for Business, call the Providence Health Care Service Desk at 604-806-9333.

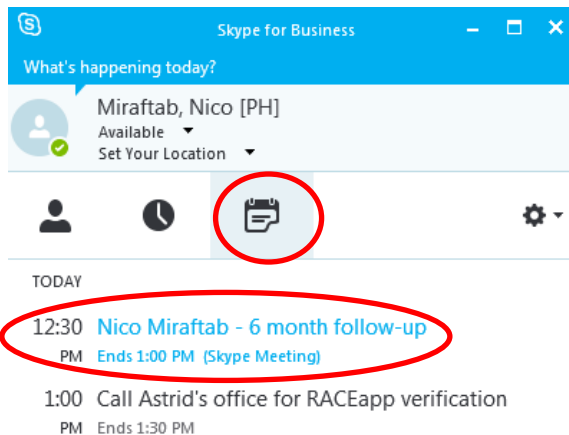
### 3. Send the invitation to the patient and the health care provider.

### 4. Send a reminder to the patient a few days before the visit.

One option is to update the appointment with a brief reminder message in the body and then send the update to all guests.

### 5. Do the visit!

- 1) Click the link in Skype for Business or in the Outlook appointment.

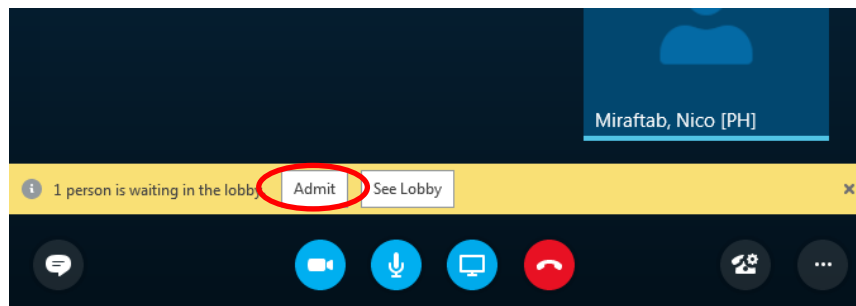


- 2) Video streaming will be defaulted to 'off'. Click the video icon at the bottom of your screen and hit 'Start my Video'.

How you want to be treated.

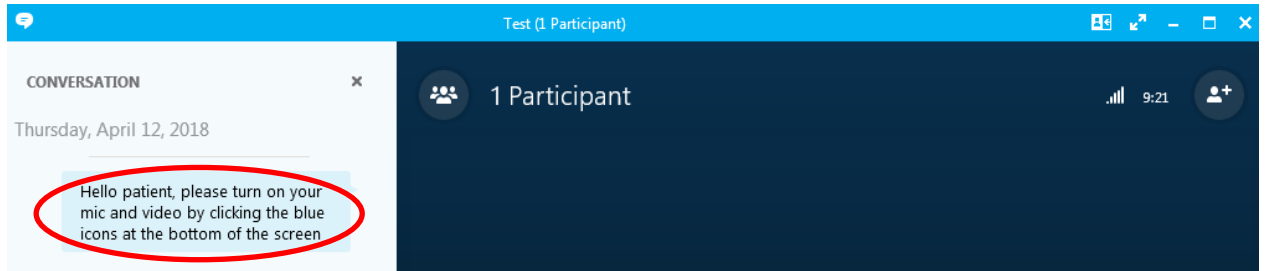


- 3) When a patient is waiting in the virtual lobby, there will be a yellow band at the bottom of the screen. When you see the yellow band at the bottom, click 'Admit' to begin the appointment with the external user.

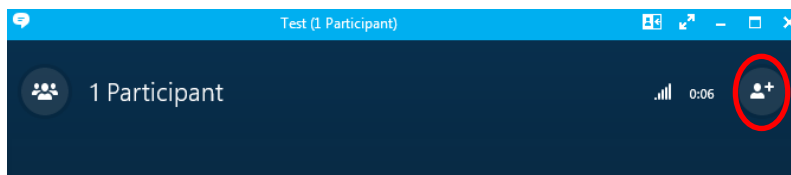


- 4) The microphone and video of the external user will be defaulted to 'off'. Instruct them verbally to turn on their mic and video by clicking the blue icons at the bottom of their screen, or send them a message.

How you want to be treated.



- 5) Optional: If you'd like to include another Providence Health Care or health authority user in the conversation, click the "Invite more people" button in the top right and search them in the resulting screen.



### Invite by Name or Phone Number

Choose a contact or type a name or phone number.