

For Patients To Do **BEFORE** the Telehealth visit:

The video conferencing platform St. Peter's Health uses for Telehealth visits is called Microsoft Teams. As a participant in the visit, it is industry standard best practice to plan for a successful joining to the Telehealth visit. This document discusses how to do that.

Step 1: Choose what device you plan to use.

You can join the visit from:

- Your home computer (If you have an older browser, make sure it is supported in this list of [Browsers](#). If you are using a Mac, Safari is not supported but Edge and Chrome are.)
- Your cell phone

You need to make sure that the device meets the requirements. It needs to have:

- Speakers/microphone OR a headset/earbuds with a mic
- Access to Internet
- A webcam

Step 2: Choose where you plan to use the device.

Consider the Internet quality/quality of your WiFi signal/cell service signal:

- If you are attending the visit from home, make sure others in your household aren't streaming audio or video, playing Xbox, etc.
- Make sure you have plenty of signal bars if you are joining via your cell phone or wirelessly via your computer

Step 3: Practice accessing the visit with the device:

- **Accessing from your home computer**
 - Go to <https://www.sphealth.org/telehealth>
 - Find your provider
 - Click **Go to Provider Profile** >> beneath your provider's photo


[Go to Provider Profile >>](#)

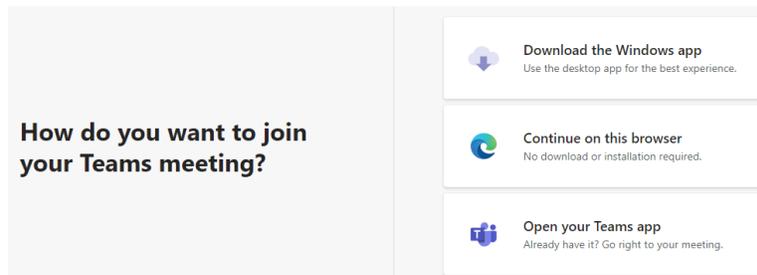
- Click **Click for Virtual Visits**



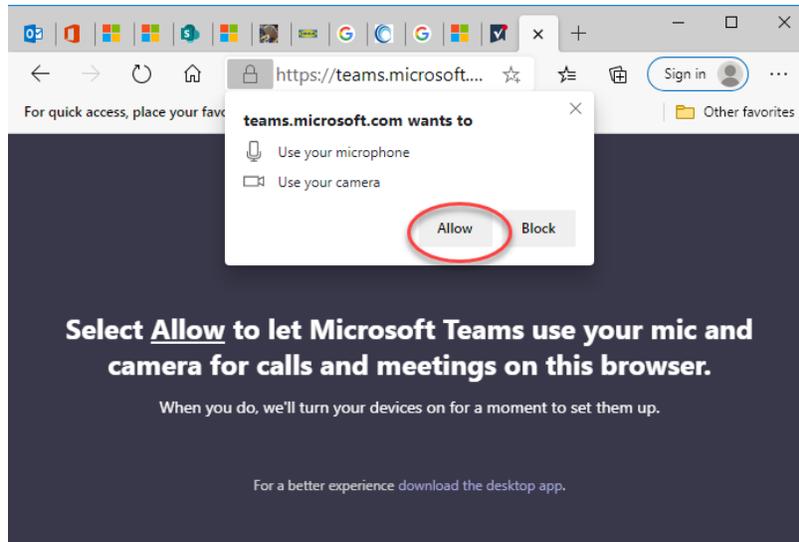
- Click  next to **Review Terms** to review the terms
- Then click the **Agree & Enter Waiting Room** button below the list of terms

A dark blue rectangular button with the text "Agree & Enter Waiting Room" in white.

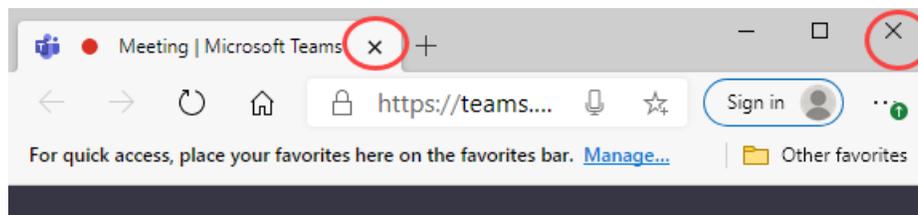
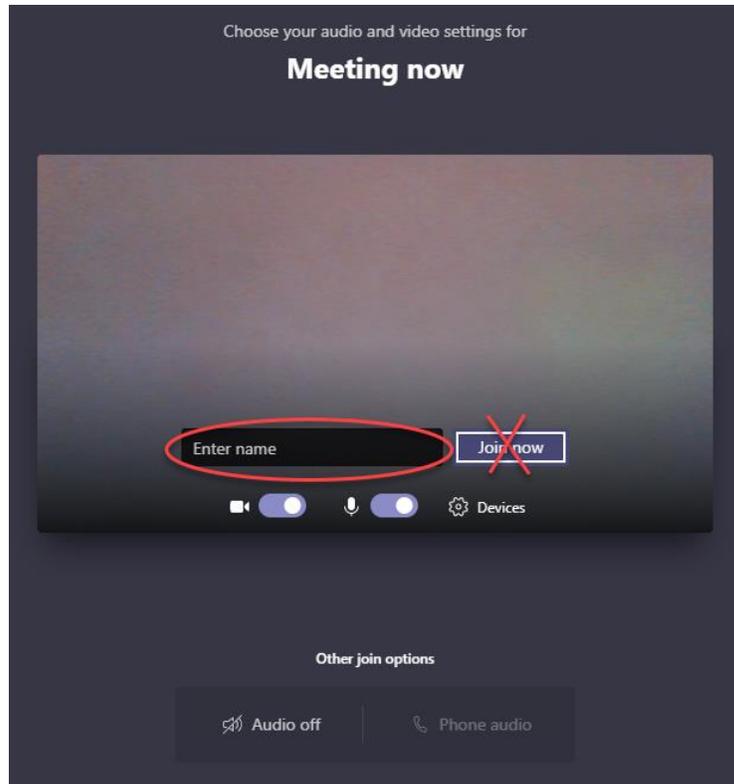
- This screen may flash for a moment before you are automatically taken to the waiting room screen. There is nothing you need to do here.



- If this is the first time you have used Teams in your browser, you will get a screen that asks if the browser can have permission to use your camera and microphone. Click **Allow**.
 - NOTE: If you get this prompt and you join the visit right away, your camera/mic/speakers still may not work. If that is the case, leave (hang up) the visit and then re-enter your provider's waiting room.



- Enter your **full (legal name) and date of birth**. Since you are just practicing, **DO NOT** click **Join now**. Instead, X out of (close) the browser tab or window to cancel joining the visit.
 - NOTE: If you use Teams for work and you happen to be signed in, you will not be prompted for your name. It will use your signed in name.



➤ **Accessing from your cell phone**

- If you haven't already, download the Teams app on your Android or Apple phone. Instructions are located in [Appendix A](#).
- Go to <https://www.sphealth.org/telehealth>
- Find your provider
- Click **Go to Provider Profile** >> beneath your provider's photo



[Go to Provider Profile >>](#)

- Click **Click for Virtual Visits**. NOTE: Scroll all the way down to the bottom of the page to find this button.



- Click  next to **Review Terms** to review the terms
- Then click the **Agree & Enter Waiting Room** button below the list of terms

Agree & Enter Waiting Room

- The Teams app launches. Tap **Join as a guest**.

◀ Safari .lll 4:11 PM 🔋

Microsoft Teams

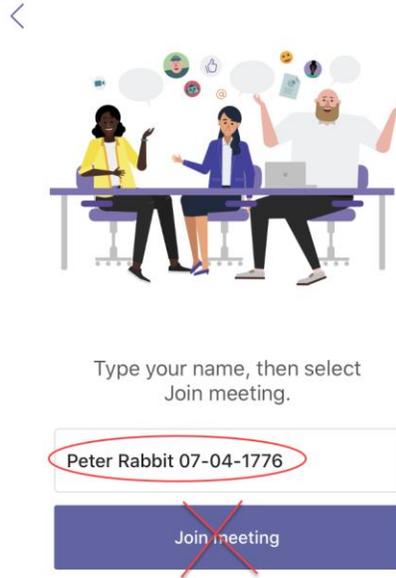


Meeting time!
How would you like to join?

Join as a guest

Sign in and join

- Enter your **full (legal name) and date of birth**. Since you are just practicing, **DO NOT** tap **Join meeting**. Swipe up to close the Teams app.

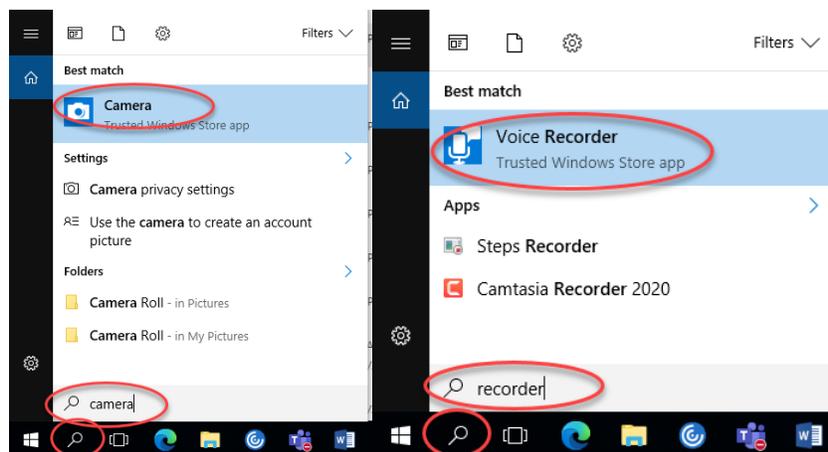


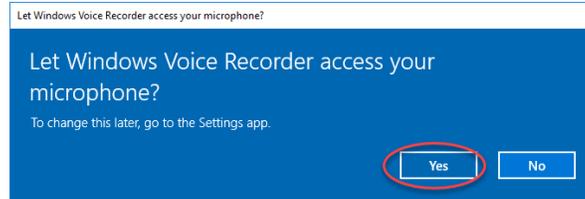
Step 4: Conduct a test on the device you choose to use.

This section discusses how to check your speaker, microphone, and webcam are functioning properly for your Telehealth visit.

NOTE: You do not need to do this if you plan to join the meeting from your phone as most phones have a working camera/speaker/microphone.

1. In Windows 10 there is a camera app and a recorder app. If you can see yourself when you launch the camera app, your webcam is working. If you can record your voice and play it back successfully, your microphone and speakers are working properly.





2. If you do not have Windows 10, you can perform a self-test on the Internet via this link, <https://tokbox.com/developer/tools/precall/>

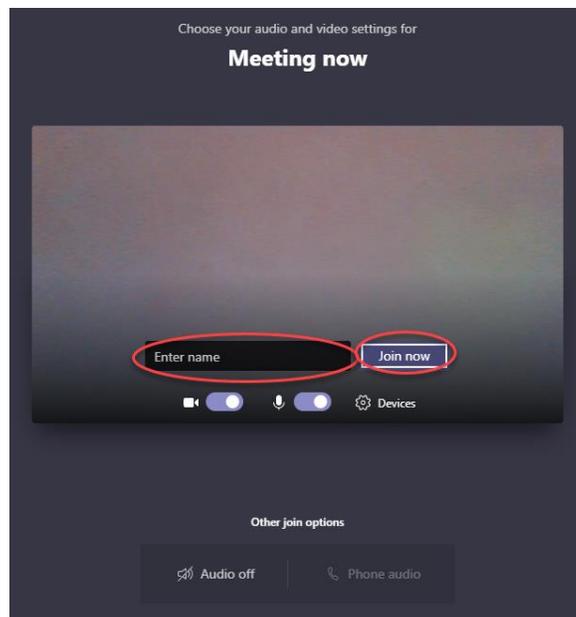
To join the Telehealth visit:

Step 1: Five minutes BEFORE the Telehealth visit, access the visit the same way you practiced in [Step 3](#) above

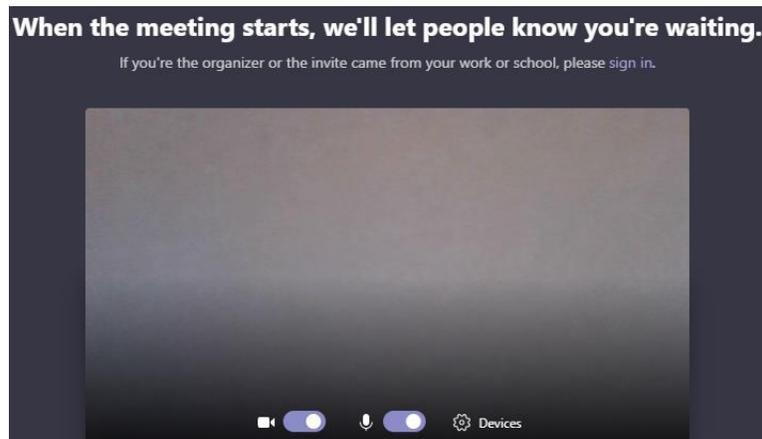
Step 2: This time, go forward and join the visit

➤ **Accessing from your home computer**

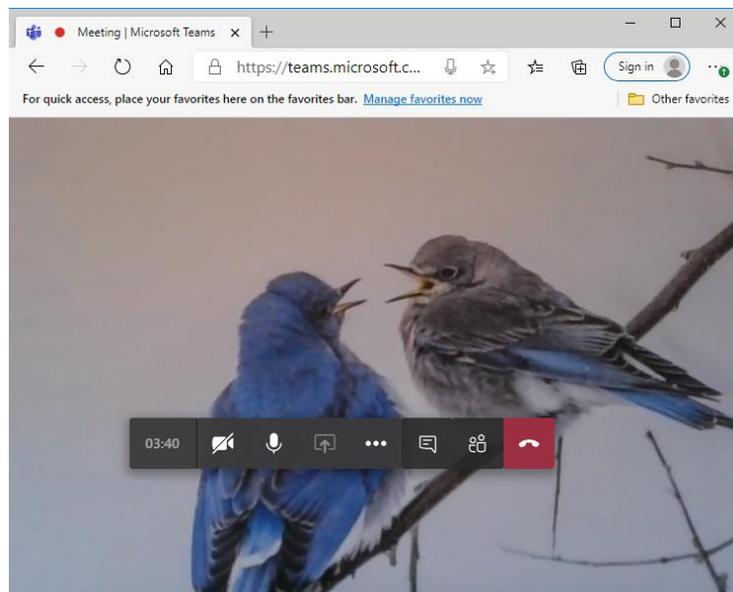
- In the Join screen, provide your **full (legal) name and date of birth**, make sure your video and microphone are turned on, then click **Join now**



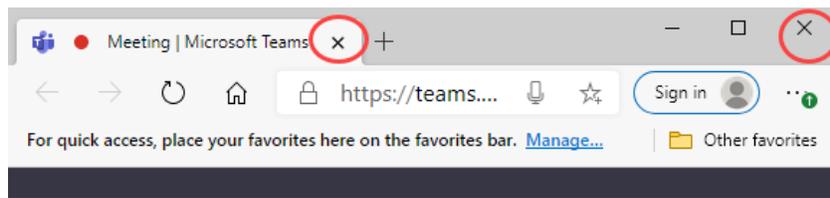
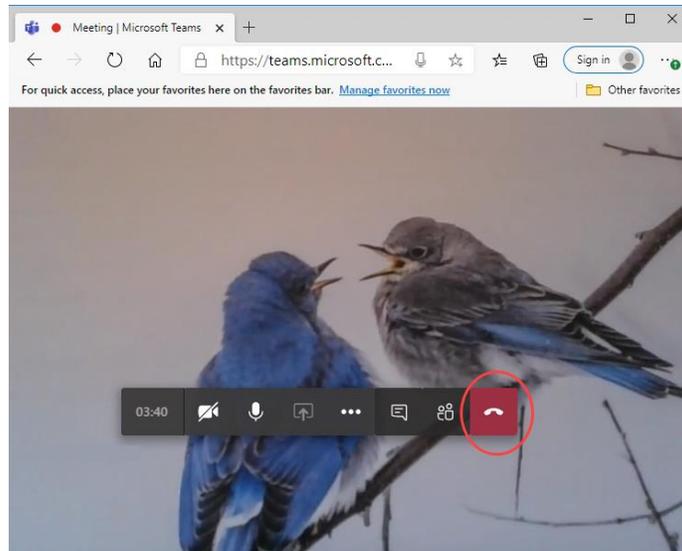
- You will be asked to wait in the lobby until your provider is ready for your visit and lets you in from the lobby



- When the visit starts, the image on your browser will change, except you will see your provider instead of the birds

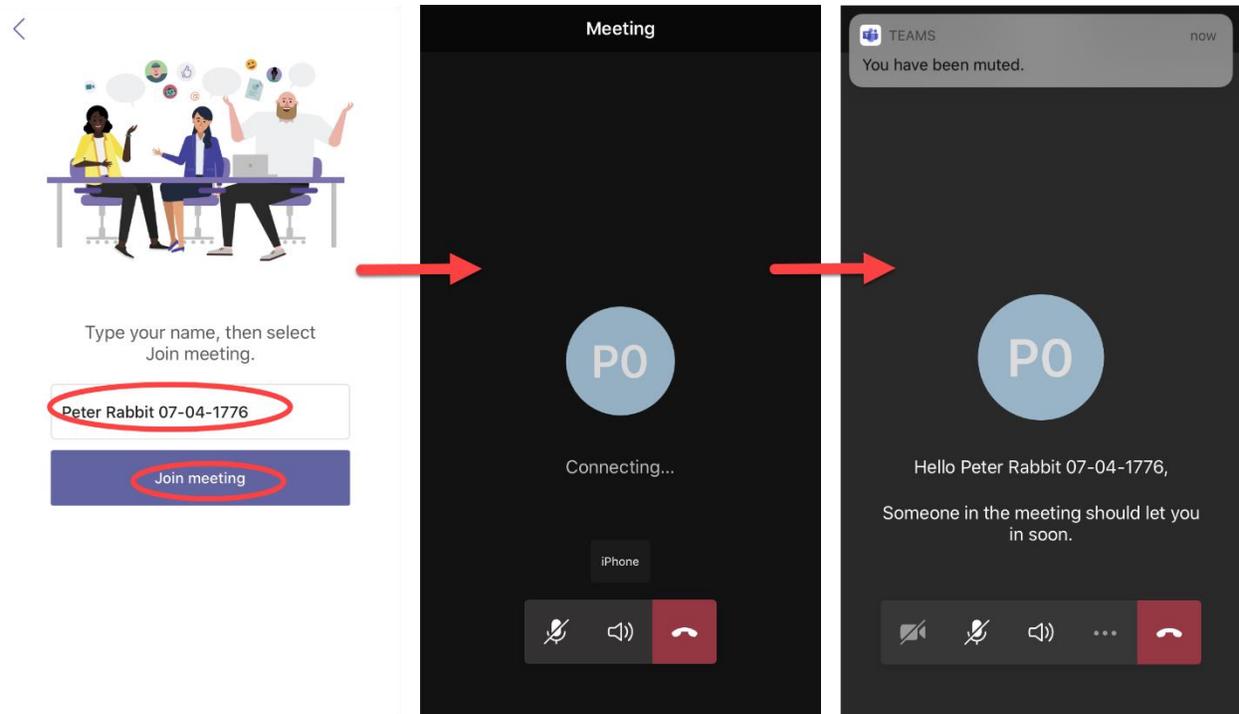


- When instructed by your provider, leave the visit by clicking the red hang up button. Then, close your browser tab or window.

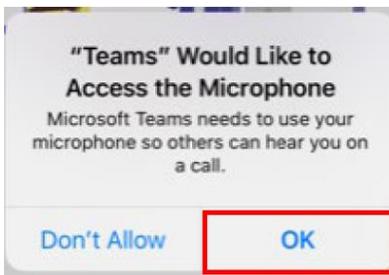


➤ **Accessing from your cell phone**

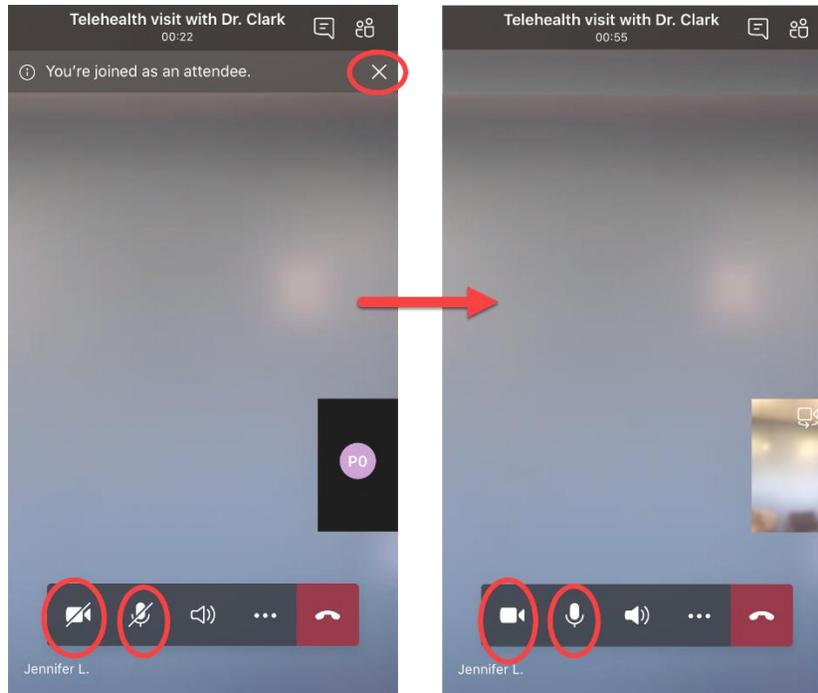
- If you are attending via your phone, here is the procession of screens you will see on your phone after you tap **Join meeting**:



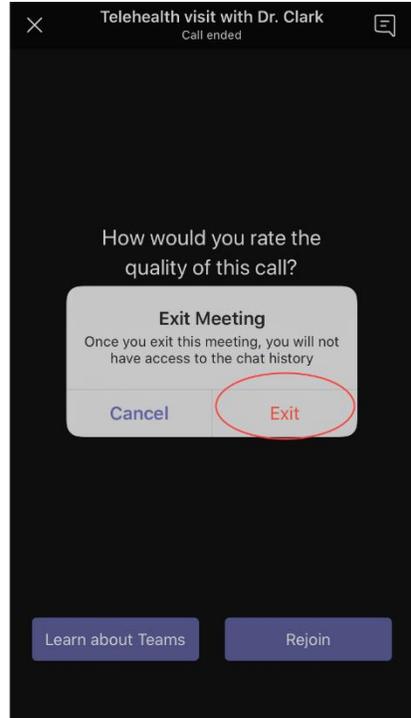
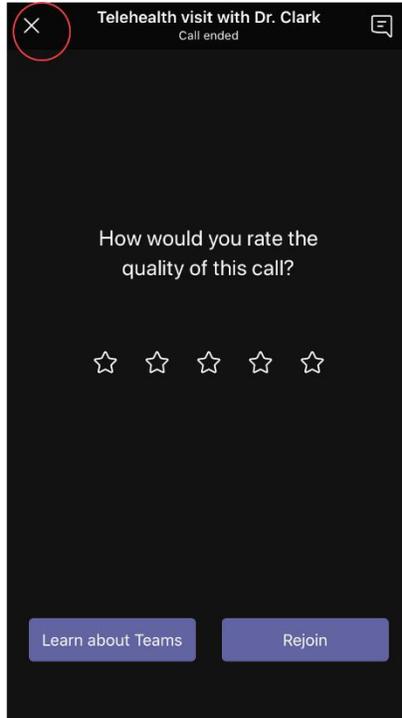
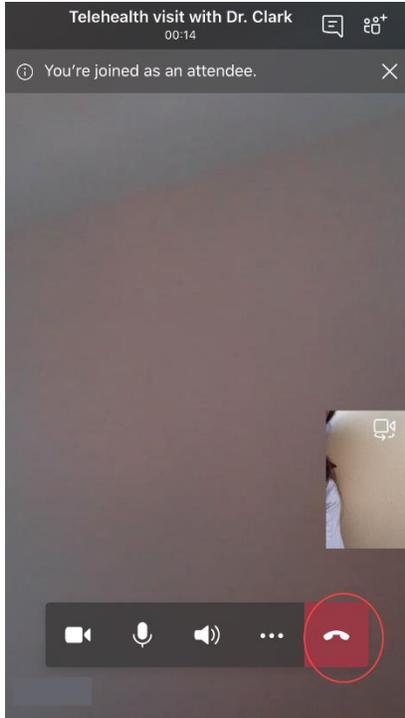
- If you are asked for access to your microphone or camera after you click Join meeting, click **OK**



- Once the provider lets you into the visit, this is what your phone will look like. Close the "You're joined as an attendee" bar. **IMPORTANT:** Make sure your camera and microphone icons don't have a slash through them, which means they are OFF. Tap the icon to remove the slash and turn it ON. **NOTE:** If you don't see the meeting control bar with the icons, tap on the screen to get the meeting control bar to appear.

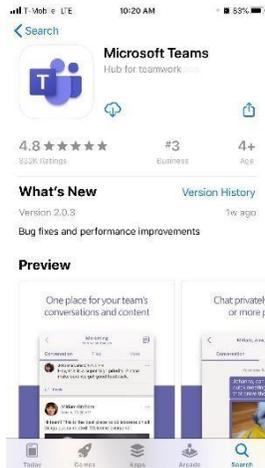


- NOTE: The video preview does not have an accurate zoom level. You will appear much closer to your provider than the preview shows. Therefore, it is recommended you place your phone 3 feet away. Since this is longer than your arm reach, you will need to prop it up against something to accomplish this. This will also stabilize the image nicely for your provider.
- When instructed by your provider, leave the visit by clicking the red hang up button. X out of (close) the call quality window (feel free to provide a rating first). Tap **Exit** in the Exit Meeting message. Swipe up to close the Teams app.



Appendix A – Installing the Teams Mobile App

Step 1: Visit your app store



Step 2: Search for 'Microsoft Teams'

Step 3: Download. It is a free app.

Step 4: You DO NOT need to sign in. You can close the app for now.

NOTE: When you enter your provider's waiting room, there are two options: **Join as a guest** and **Sign in and join**. Click **Join as a guest** to bypass the sign in.

