



Microsoft Cloud for Healthcare Industry Hack

Lab 01: Patient Intake Process

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Resources

Note: If you are in an official training, the environment has been set up and provided to you.

This is the **first** lab in a series of deep dives covering the Microsoft Cloud for Healthcare. The assumption is you have successfully reviewed the preliminary presentations, completed environment setup prior to beginning this lab.

Before You Begin

Note: If you are in an official training, the user credentials and environment have been provided to you.

1. You must be connected to the internet.
2. Open an internet browser in either In-Private or Incognito mode.
3. Navigate to [Power Apps](#) and sign-in with your user credentials.
4. Select the correct environment from the upper-right Environment drop down.



Recommended Resources

The following resources provide a full understanding of the Microsoft Cloud for Healthcare and its components and are helpful general resources:

- [Microsoft Cloud for Healthcare](#)
- [Microsoft Cloud for Healthcare Documentation](#)

The following additional resources may be helpful throughout the course of the Hack:

- [Set up Portals for Patient Access](#)
- [Configure Virtual Care App](#)
- [Set up and configure Patient Access portal](#)

Lab Goals

After this lesson you will be able to:



- Configure the Virtual Clinic Application for Operations
- Configure the Virtual Clinic Application for Scheduling Administration
- Configure Virtual Clinic environment variables
- Activate Virtual Clinic Flows and Connection References



The estimated time to complete this lab is less than **2** hours.

Lab Scenario

Lamna Healthcare Company is a modern patient care organization that has already gone through their digital transformation journey. Now that they are live on the Microsoft Cloud for Healthcare, Lamna's management has requested a new round of improvements that will further enhance their patient engagement capabilities. They are particularly interested in building out a robust virtual visit experience for their patients that allows them to improve patient care and further optimize workflows with patient engagement capabilities such as a patient portal and chat bots, and practice management with capabilities for clinical documentation.

These requirements have already been scoped out by your solution architects and include extending the capabilities of the Microsoft Cloud for Healthcare to leverage various aspects of Microsoft's Digital Transformation Platform, including Power Platform, Azure, and Microsoft Teams.

Lamna Healthcare Company understands that providing personalization at scale can be challenging. Reducing call volume and in-person visits by developing secure virtual visits, and chat bots are important to enhancing patient engagement. Lamna Healthcare's management would like for your team to implement **Virtual Visits** in order to allow clinicians to use video conferencing to provide high-quality, personalized, and affordable consultations.

Virtual Visits focuses on the **Enhance patient engagement** priority scenario by providing a virtual health solution for scheduling and following up on virtual visits between patients, providers, and care managers. Using the entire meetings platform in Microsoft Teams, providers will be able to schedule, manage, and conduct virtual visits with patients.

Lab Requirements

In this challenge, Lamna Healthcare would like for you and your team to configure a patient intake process that utilizes the Virtual Care application. To meet these requirements, your team will need to perform the following configuration steps:

- Configure Virtual Clinic environment variables
 - These environment variables are used to authenticate against the Microsoft Graph API to schedule the meeting event. To set these up, we need to create a new Application Registration in Microsoft Azure.
 - Find the Virtual Visit Secret and Virtual Visit Client ID variables in your Power Apps environment. Copy and paste the following variables:
 - **Virtual Visit Secret:** aJm7Q~y_bSlwV0z~pQ0NZ3-zllmhNKJbPzPfa
 - **Virtual Visit Client ID:** dfda9044-cb98-4b0f-8086-cd651dbe4af4
 - Find the Virtual Appointment Scheduler Email and enter the email address of one of the users of your team (ex: iaduser77@powerplatformopenhacks.onmicrosoft.com).
- Configure the Virtual Clinic Application for Operations
 - Choose a practitioner in the system and map the user of a member of your team to the record.
Note: Every Practitioner supporting virtual visits must have a mapped user.
 - *In case of a virtual appointment, the teams meeting is created on the mapped user's calendar.*
 - *In case of an instant appointment, the meeting is created on the Virtual Appointment Scheduler's calendar specified above.*
 - Choose a patient in the system and Create an Invitation for the Patient Portal
 - Create a new Codeable Concept record for Practitioner Specialty type of Anxiety. Deactivate the existing Codeable Concepts with a Practitioner Specialty to clean up the sample data and bring the newly created specialty to the top of the patient portal page.
 - Modify the Patient Portal Consent text for virtual appointments to read: "By clicking this box, you consent to Lamna Healthcare's terms and conditions for virtual appointments."
- Configure the Virtual Clinic Application for Scheduling Administration
 - Enable the practitioner's Schedule for virtual care
 - Create multiple free Slots for patients to schedule virtual appointments against for anxiety
Note: Setting the Appointment Channel defines what type of virtual appointment is created.
 - *Setting the Appointment Channel to Virtual requires the Practitioner field to be set. This will create the appointment on the Practitioner's calendar.*
 - *Setting the Appointment Channel to Instant does not require the Practitioner field to be set. This will create the appointment on the Virtual Appointment Scheduler's calendar specified above.*
- Activate Virtual Clinic Flows and Connection References
 - Create a new Solution in your Power Apps environment
 - Add the following Cloud Flows to your solution:
 - CF -> Schedule Teams Meeting for instant and virtual, update record with url and status booked

- *CF -> Send email for appointment*
- Add the following Connection References to each Flow and turn them on:
 - Microsoft Dataverse
 - Office 365 Users
 -

Success Criteria

Demonstrate a working Virtual Clinic scheduling scenario by logging into the Lamna Healthcare Patient Portal as a patient and selecting “Virtual appointment”. Show your coach the practitioner and the Anxiety specialty that you have created.

Finally, go back to the Appointments menu in the Patient Portal and select “Instant virtual appointment”. Go through the prompts to create the appointment and show your coach the virtual appointment record that was created Virtual Clinic application.

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