



Microsoft Cloud for Healthcare **Industry Labs**

Lab 06: Virtual Care

Step-by-Step Lab

September 2021

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Overview

Learning Objectives

In this module, you will learn how to do the following:

- Configure the Virtual Clinic app
- Configure Microsoft Teams for virtual visits
- Schedule a virtual visit in the Patient Portal

Prerequisites

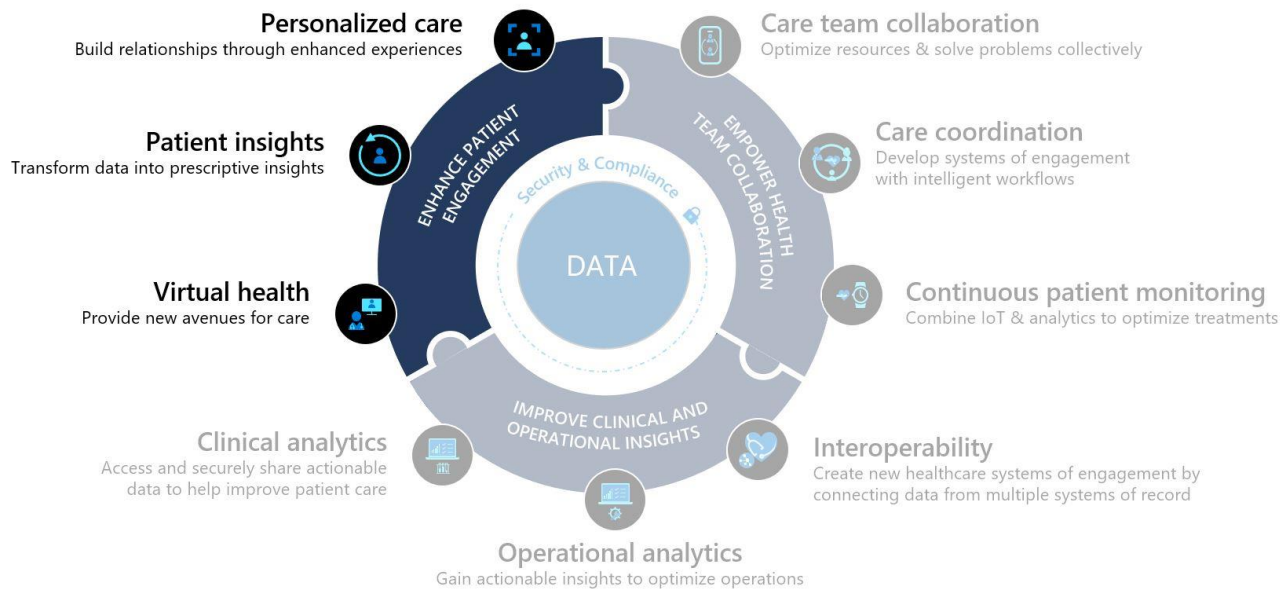
- Lab 01 – Care Management
- Lab 05 – Patient Access & Service Center

Virtual Clinic Application

Microsoft Cloud for Healthcare's Virtual Clinic application allows clinicians to use video conferencing to provide high-quality, personalized, and affordable consultations. Using the entire meetings platform in Microsoft Teams, providers will be able to schedule, manage, and conduct virtual visits with patients. The Virtual Clinic application can then be embedded inside of Microsoft Teams to provide a practitioner with a full view of their patient's information and history all in one unique experience.

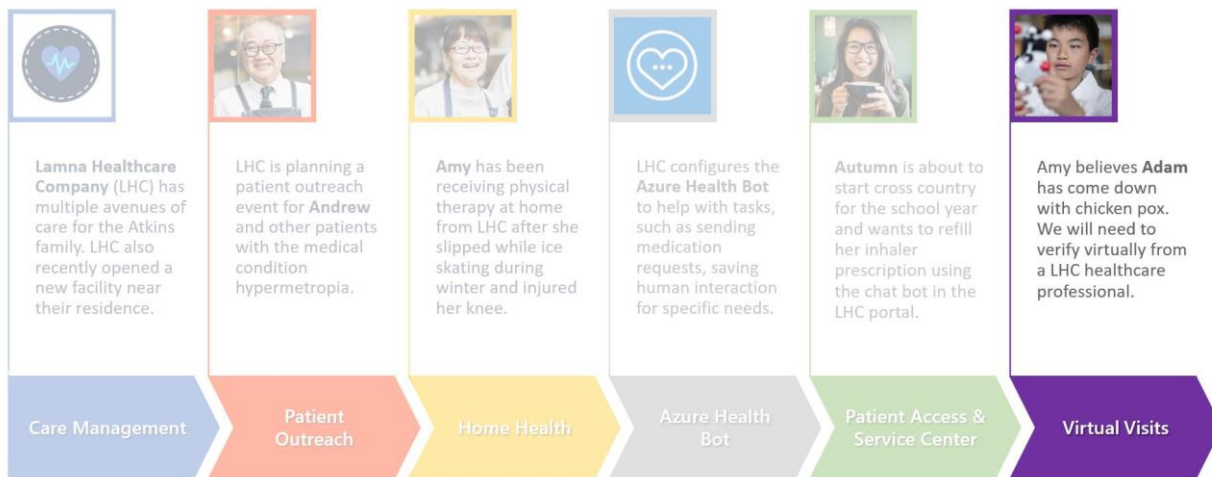
Industry Prioritized Scenarios

Virtual Care 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.



Atkins Family Healthcare Story

This lab will focus on the healthcare story of Adam Atkins.



After coming home from school, Adam's mother, Amy, noticed that Adam had several spots on his arms that were not there earlier in the day. Concerned that Adam might have contracted chicken pox, Amy decides to schedule a virtual appointment with Adam's practitioner to get a diagnosis.

In this lab, you will first play the role of a Lamna Healthcare system administrator by configuring the Microsoft Cloud for Healthcare Virtual Clinic application to be used for virtual appointments. Then, you will play the role of Adam by scheduling a virtual appointment with his practitioner. Finally, you will join the virtual appointment from the view of a practitioner to observe the complete end-to-end experience.

Exercise 1: Configure Virtual Clinic Application

In this exercise, you will configure the Microsoft Cloud for Healthcare Virtual Clinic application. The Virtual Clinic application allows practitioners to use video conferencing in Microsoft Teams to provide high-quality, personalized, and affordable consultations for their patients.

Task 1: Create a new Practitioner Specialty for the Patient Portal

In this task, we are going to create a new **Practitioner Specialty** for the Patient Portal. Practitioner Specialties are used to define the reason why a patient is booking the virtual appointment. They are defined as Codeable Concepts records, with the type of Practitioner Specialty.

Below is an example of the appointment booking screen in the Patient Portal. As the first step in the process, the user must select a reason for their appointment.

Home

Find a doctor

Messages

Appointments

Medical records

Personal information

Instant virtual appointment

Reason

Personal

Insurance

Join

Select a reason

Pulmonary disease is often treated by a pulmonologist, a specialist in the treatment of lung and breathing issues ranging from asthma to chronic obstructive pulmonary disease to lung cancer.

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Branch of medicine for conditions such as blockages, heart injuries, and diseases, and keep their eye on other factors such as high cholesterol, diabetes, and high blood pressure.

Branch of medicine for conditions such as blockages, heart injuries, and diseases, and keep their eye on other factors such as high cholesterol, diabetes, and high blood pressure.

Branch of medicine concerned with the prevention, diagnosis, treatment, and study of cancer.

Branch of medicine concerned with the prevention, diagnosis, treatment, and study of cancer.

The branch of primary-care medicine that provides comprehensive health care to people regardless of age or sex and emphasizes the family unit.

The branch of primary-care medicine that provides comprehensive health care to people regardless of age or sex and emphasizes the family unit.

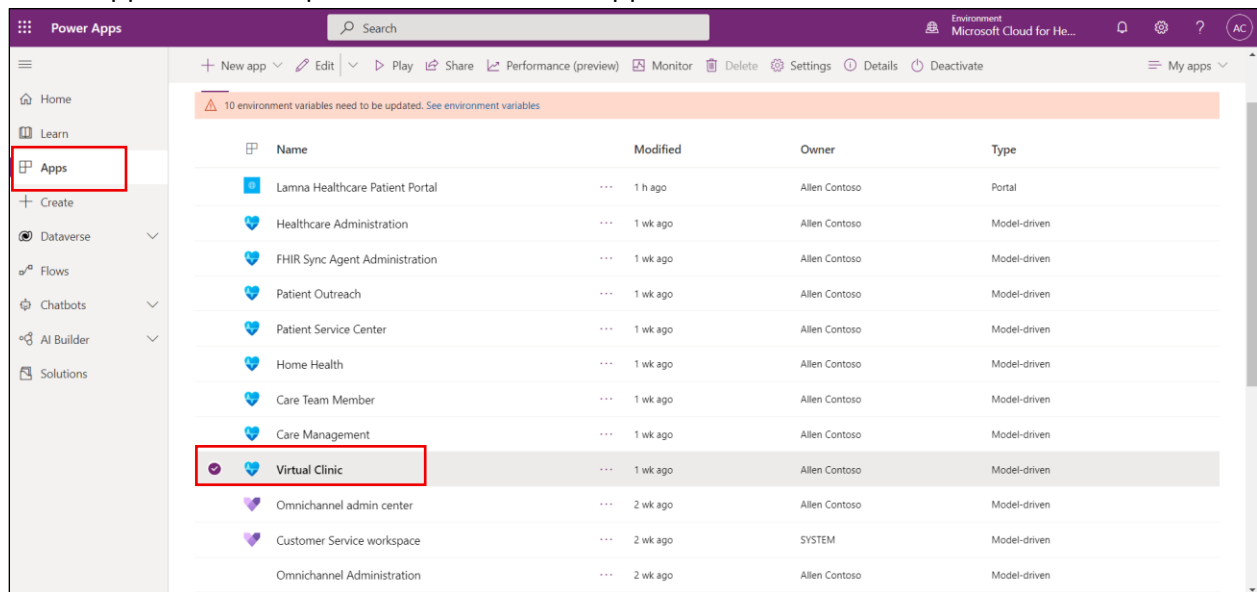
Branch of medicine concerned with the structure, functions, diseases, and pathology of the stomach and intestine.

Branch of medicine concerned with the structure, functions, diseases, and pathology of the stomach and intestine.

Therapy for the preservation, enhancement, or restoration of movement and physical function impaired or threatened by disease, injury, or disability

Therapy for the preservation, enhancement, or restoration of movement and physical function impaired or threatened by disease, injury, or disability

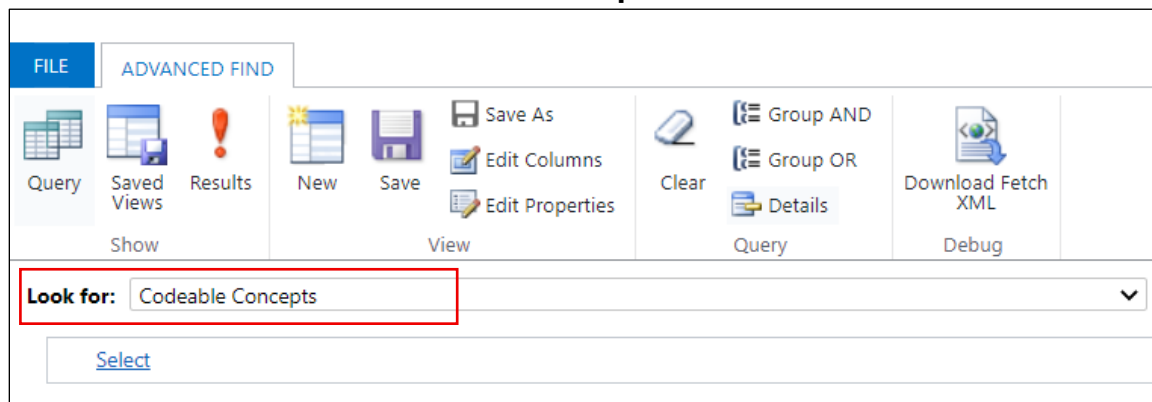
1. Go to make.powerapps.com.
2. Select Apps and then open the **Virtual Clinic** application.



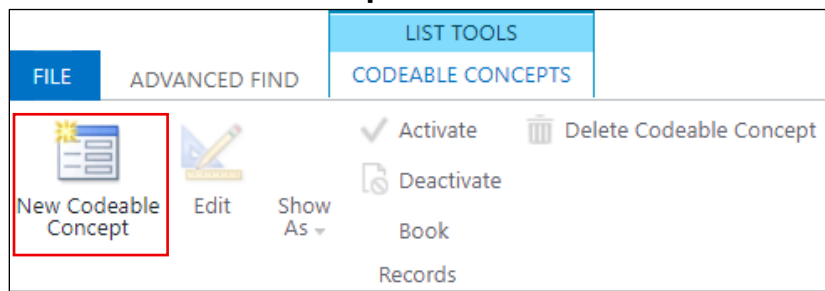
3. In the upper righthand corner, click the **funnel icon** which will open **Advanced Find**.



4. In the **Search** box, browse for **Codeable Concepts** and click **Results**.



5. Click **New Codeable Concept**.



6. In the new Codable Concept record, fill in the following details and click Save.
- Name:** General Medicine
 - Text:** General Medicine
 - Type:** Practitioner Specialty
 - Code:** general

The screenshot shows the Dynamics 365 Virtual Clinic interface. The top navigation bar includes the Dynamics 365 logo and the 'Virtual Clinic' title. The left sidebar contains navigation options: Home, Recent, Pinned, Dashboards, and My work. The main content area is titled 'New Codable Concept' and features a 'General' tab. The form contains four fields: Name (General Medicine), Text (General Medicine), Type (Practitioner Specialty), and Code (general). The 'Save' button in the top right corner is highlighted with a red box.

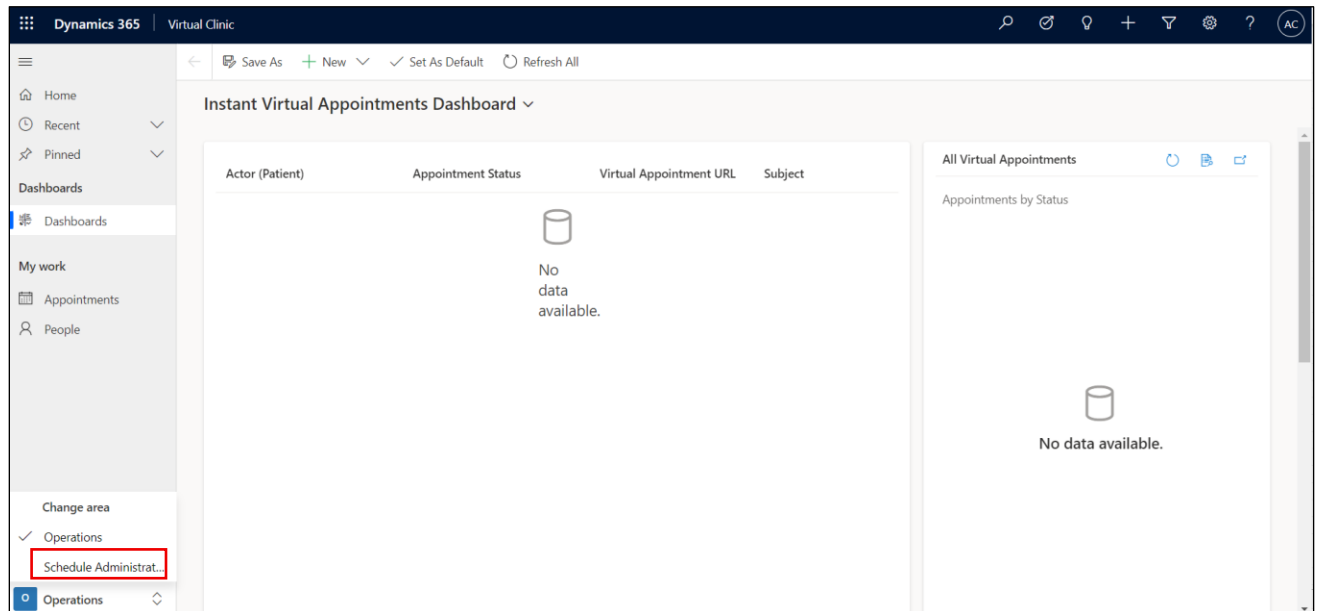
Name	General Medicine
Text	* General Medicine
Type	* Practitioner Specialty
Code	* general

Congratulations! You have created a new Practitioner Specialty that will now be available for selection as an appointment visit in the Patient Portal.

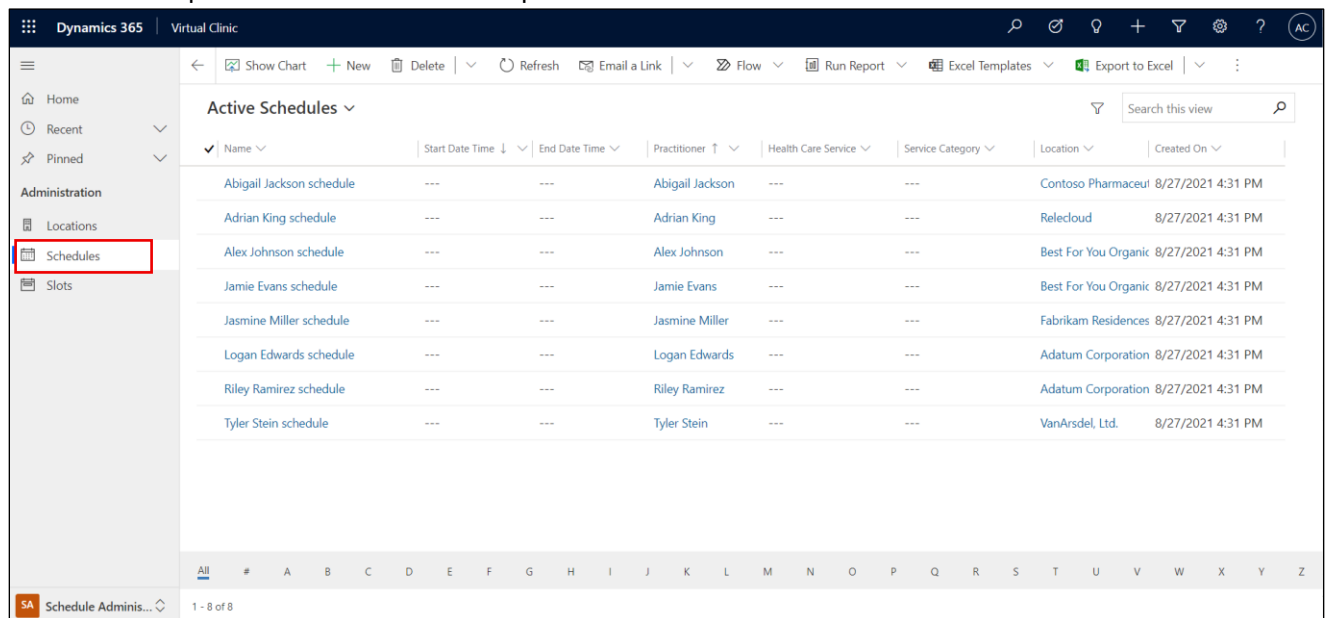
Task 2: Enable a Practitioner's Schedule

In this task, you will configure the practitioner's schedule to allow patients to book appointments with them using the Patient Portal.

1. In the Virtual Clinic app, change the sitemap area in the lower left corner from Operations to **Schedule Administration**.



2. On the sitemap, select **Schedules** and open the **Jamie Evans schedule** record.



3. Change **Active** from No to **Yes** and click **Save**.

The screenshot shows the Dynamics 365 Virtual Clinic interface. The left sidebar contains navigation options: Home, Recent, Pinned, Administration, Locations, Schedules, and Slots. The main area displays the 'Jamie Evans schedule' form. The 'Active' field is set to 'Yes'. The 'Save' button in the top toolbar is highlighted with a red box. The bottom status bar shows 'Schedule Adminis...', 'Active', and 'unsaved changes'.

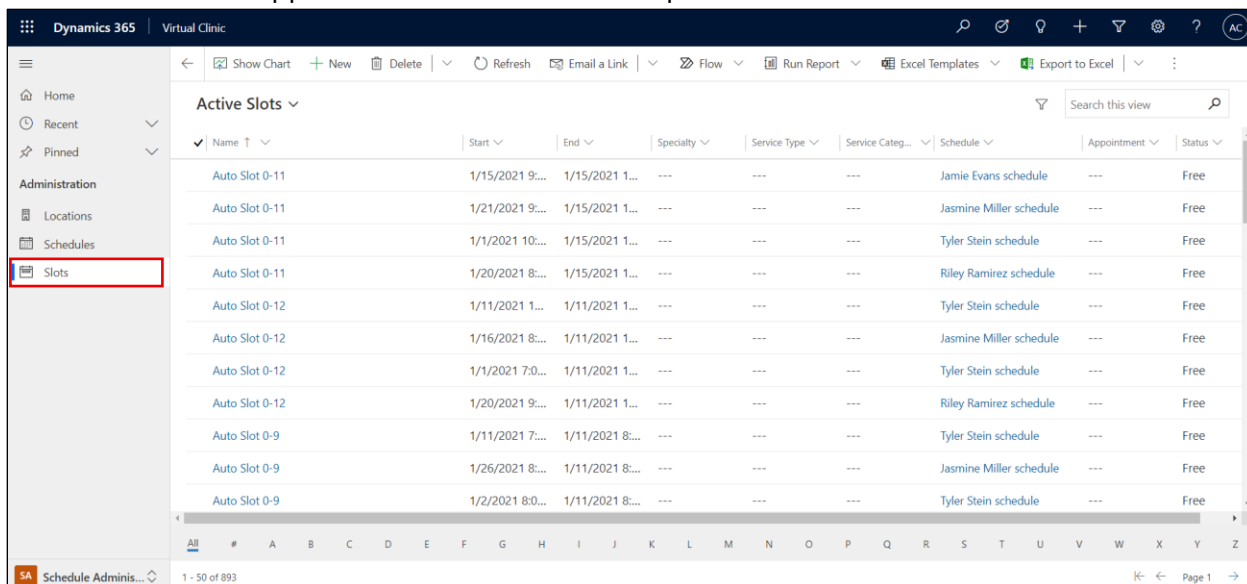
Jamie Evans schedule	
Name	Jamie Evans schedule
Owner	* Allen Contoso
Active	Yes
Comment	---
Practitioner	Jamie Evans
Practitioner Role	---
Schedule Number	---

Congratulations! You have enabled a practitioner's schedule to be used for booking virtual appointments.

Task 3: Configure Slots

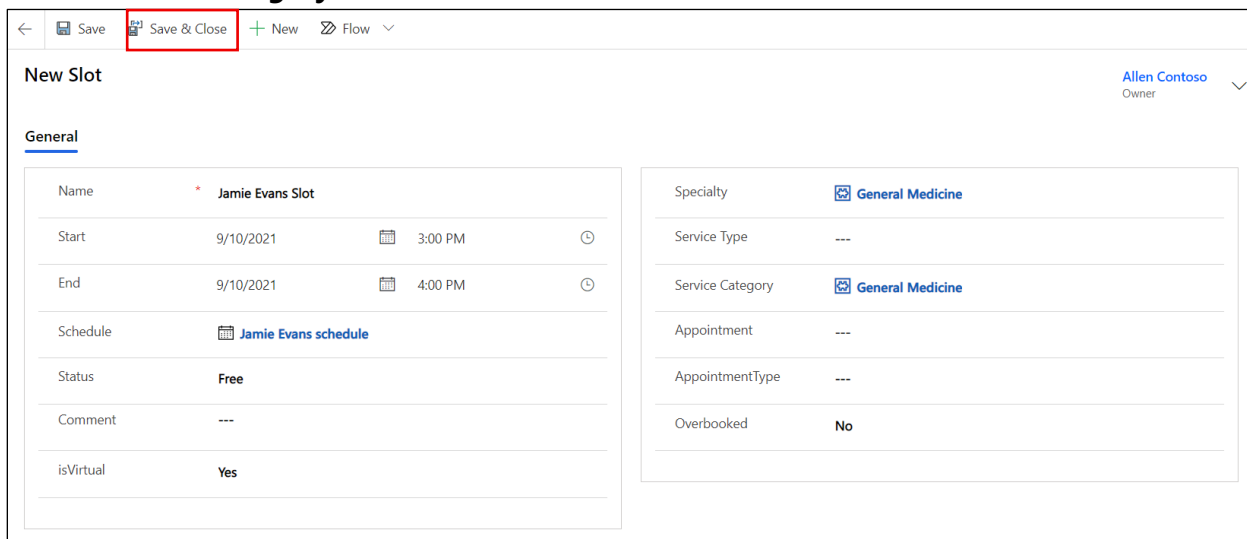
In this task, we will configure a new appointment slot to show practitioner's availability. This will allow patients to select an available appointment time slot when booking with a practitioner. In this case, we will enable the Atkins family practitioner, Jamie Evans, to be available today at a set time for virtual appointments.

1. In the Virtual Clinic app, select **Slots** on the Site Map and click + **New**.



Name	Start	End	Specialty	Service Type	Service Category	Schedule	Appointment	Status
Auto Slot 0-11	1/15/2021 9:...	1/15/2021 1...	---	---	---	Jamie Evans schedule	---	Free
Auto Slot 0-11	1/21/2021 9:...	1/15/2021 1...	---	---	---	Jasmine Miller schedule	---	Free
Auto Slot 0-11	1/1/2021 10:...	1/15/2021 1...	---	---	---	Tyler Stein schedule	---	Free
Auto Slot 0-11	1/20/2021 8:...	1/15/2021 1...	---	---	---	Riley Ramirez schedule	---	Free
Auto Slot 0-12	1/11/2021 1...	1/11/2021 1...	---	---	---	Tyler Stein schedule	---	Free
Auto Slot 0-12	1/16/2021 8:...	1/11/2021 1...	---	---	---	Jasmine Miller schedule	---	Free
Auto Slot 0-12	1/1/2021 7:0...	1/11/2021 1...	---	---	---	Tyler Stein schedule	---	Free
Auto Slot 0-12	1/20/2021 9:...	1/11/2021 1...	---	---	---	Riley Ramirez schedule	---	Free
Auto Slot 0-9	1/11/2021 7:...	1/11/2021 8:...	---	---	---	Tyler Stein schedule	---	Free
Auto Slot 0-9	1/26/2021 8:...	1/11/2021 8:...	---	---	---	Jasmine Miller schedule	---	Free
Auto Slot 0-9	1/2/2021 8:0...	1/11/2021 8:...	---	---	---	Tyler Stein schedule	---	Free

2. Fill in the following record details and click Save & Close.
 - a. **Name:** Jamie Evans Slot
 - b. **Start:** Today, at a later time
 - c. **End:** Today, an hour after the Start
 - d. **Schedule:** Jamie Evans schedule
 - e. **Status:** Free
 - f. **isVirtual:** Yes
 - g. **Specialty:** General Medicine (the record you create in this exercise)
 - h. **Service Category:** General Medicine



New Slot	
Allen Contoso Owner	
General	
Name	Jamie Evans Slot
Start	9/10/2021 3:00 PM
End	9/10/2021 4:00 PM
Schedule	Jamie Evans schedule
Status	Free
Comment	---
isVirtual	Yes
Specialty	General Medicine
Service Type	---
Service Category	General Medicine
Appointment	---
AppointmentType	---
Overbooked	No

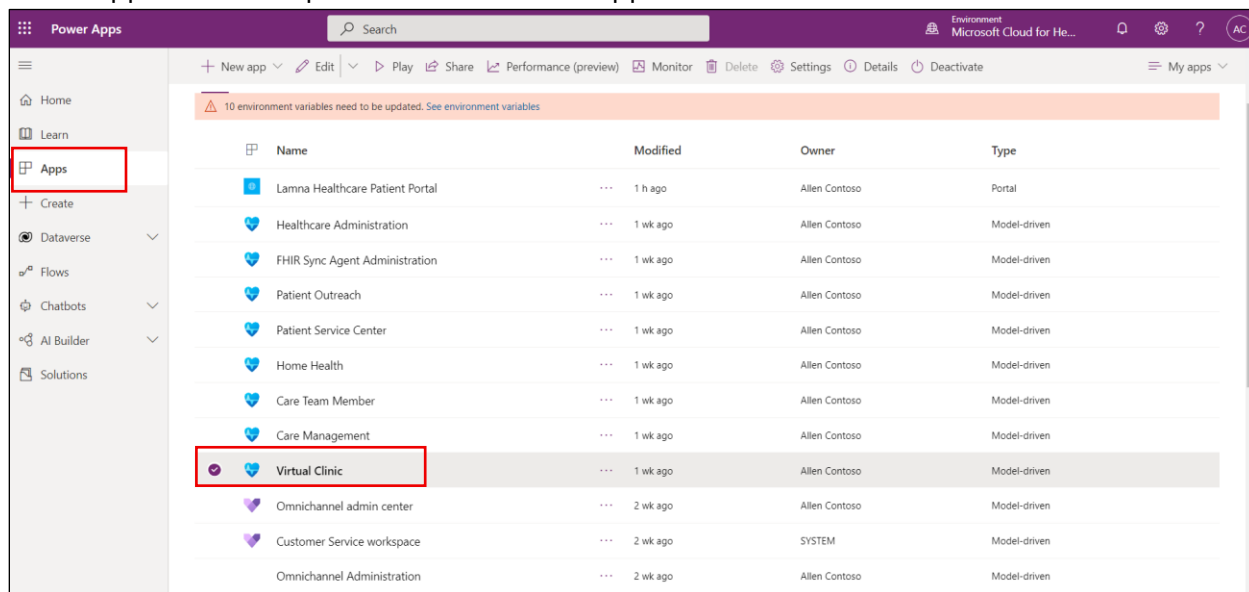
Congratulations! You have created a new virtual slot for the Atkins family to book with their practitioner, Jamie Evans.

Task 4: Configure Mapped System User on Practitioner Record

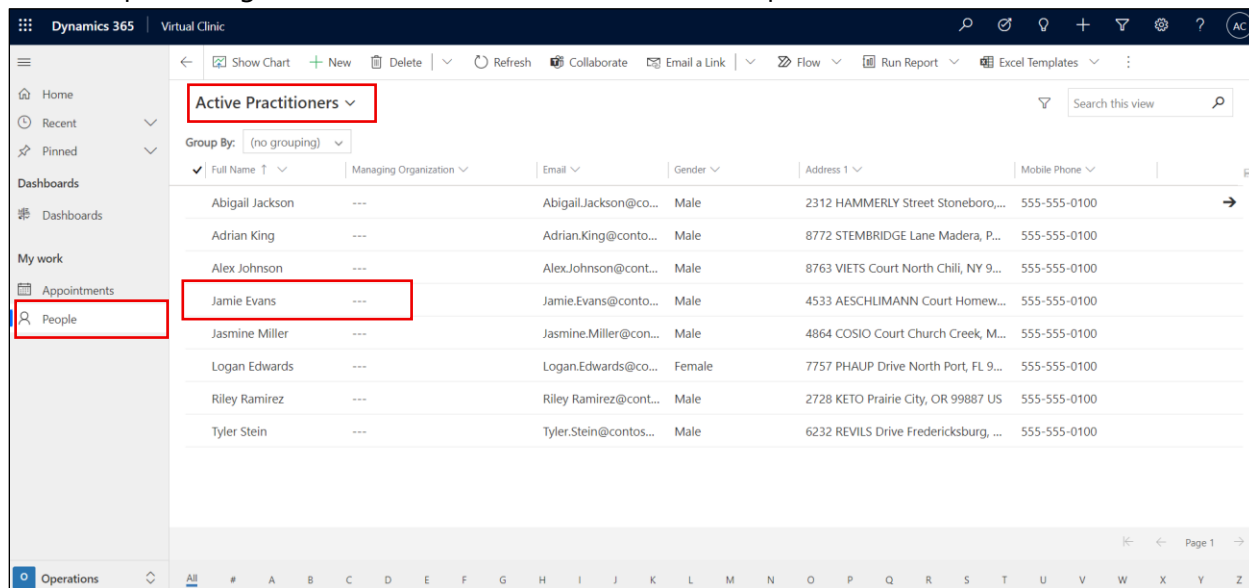
In this task, you will configure the Mapped System User field on the Practitioner record. This field should be set to the system user that maps to the contact record. In our case here, we will set this field to our logged in user record.

- The Teams meeting is created on this mapped user's calendar (in case of a Virtual appointment).
- In case of an Instant appointment, the meeting is created on the Organizer (organizer email for virtual appointments) specified in the Admin settings

1. Go to make.powerapps.com.
2. Select Apps and then open the **Virtual Clinic** application.



3. Click People, change the view to Active Practitioners, and open the Jamie Evans record.



4. Select **your logged in user** as the **Mapped System User**. Click **Save & Close**.

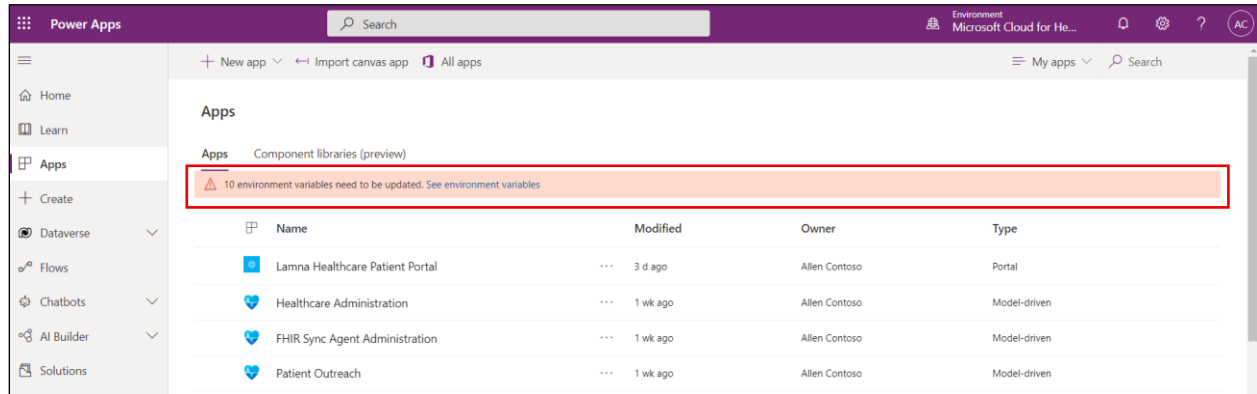
The screenshot displays the Microsoft Dynamics 365 Virtual Clinic interface. The top navigation bar shows 'Dynamics 365' and 'Virtual Clinic'. The left sidebar contains navigation options: Home, Recent, Pinned, Dashboards, My work, Appointments, and People. The main content area is titled 'Jamie Evans' (Contact - Practitioner) and shows the 'Summary' tab. The 'Practitioner Information' section includes fields for 'First Name*' (Jamie), 'Last Name*' (Evans), 'Mapped System User' (Allen Contoso), 'Managing Organization', 'Qualification Issuer', and 'Qualification Expiry Date'. The 'Patient Interactions' section shows a timeline of messages: 'Secure Message from Elizabeth Moore' (8/27/2021 4:31 PM), 'Secure Message from Jamie Evans' (8/27/2021 4:31 PM), and 'Auto-post on Jamie Evans' (8/27/2021 3:41 PM). The 'Patient Details' section shows 'Appointments (EMR)' with 'No data available.' The bottom status bar indicates 'Operations' and 'Active'.

Congratulations! You have mapped the practitioner record to your logged in user.

Task 5: Configure Environment Variables

In this task, you will configure the environment variables necessary to generate a Microsoft Teams URL for virtual appointments.

1. Go to make.powerapps.com
2. Go to Apps and click on See environment variables



3. Scroll down to the bottom to find the **Virtual Visit Secret** and the **Virtual Visit Client ID**. 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.

Environment variables

value, then it will try to pull a defined value.
Definition: The Shared Access Key Name that is used when communicating with the Service Bus.

Virtual Appointment URL Domain

The domain of the portal for button links in HTML emails

Entity Updater Service Bus URI

****Important**:** Do not delete this environment variable or change the Schema Name. This is used by internal logic. Note: The internal logic will first try to pull the default value. If it does not find a default value, then it will try to pull a defined value.
Definition: This represents the URI used for the Service Bus that will receive JSON based CDS record changes. Example: mservicebus.servicebus.windows.net

Virtual Visit Secret

This is the secret used for the Virtual Visit Client ID. It is used to authenticate against the Microsoft Graph for scheduling of the Virtual Visit.

Virtual Visit Client ID

The client ID used to authenticate against the Microsoft Graph API. This identity is used to generate the actual virtual visit.

4. **Copy and paste** the following variables:
- a. **Virtual Visit Secret:** aJm7Q~y_bSlwV0z~pQ0NZ3-zllmhNKJbPzPfa
 - b. **Virtual Visit Client ID:** dfda9044-cb98-4b0f-8086-cd651dbe4af4

Environment variables

value, then it will try to pull a defined value.
Definition: The Shared Access Key Name that is used when communicating with the Service Bus.

Virtual Appointment URL Domain

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This is the secret used for the Virtual Visit Client ID. It is used to authenticate against the Microsoft Graph for scheduling of the Virtual Visit.

Virtual Visit Client ID

The client ID used to authenticate against the Microsoft Graph API. This identity is used to generate the actual virtual visit.

Save and close

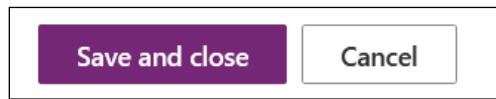
Cancel

5. Finally, enter the email address of your logged in user into the Virtual Appointment Scheduler Email field (ex: *iaduser77@powerplatformopenhacks.onmicrosoft.com*).

Environment variables

Virtual Appointment Scheduler Email

- Click **Save and close**.

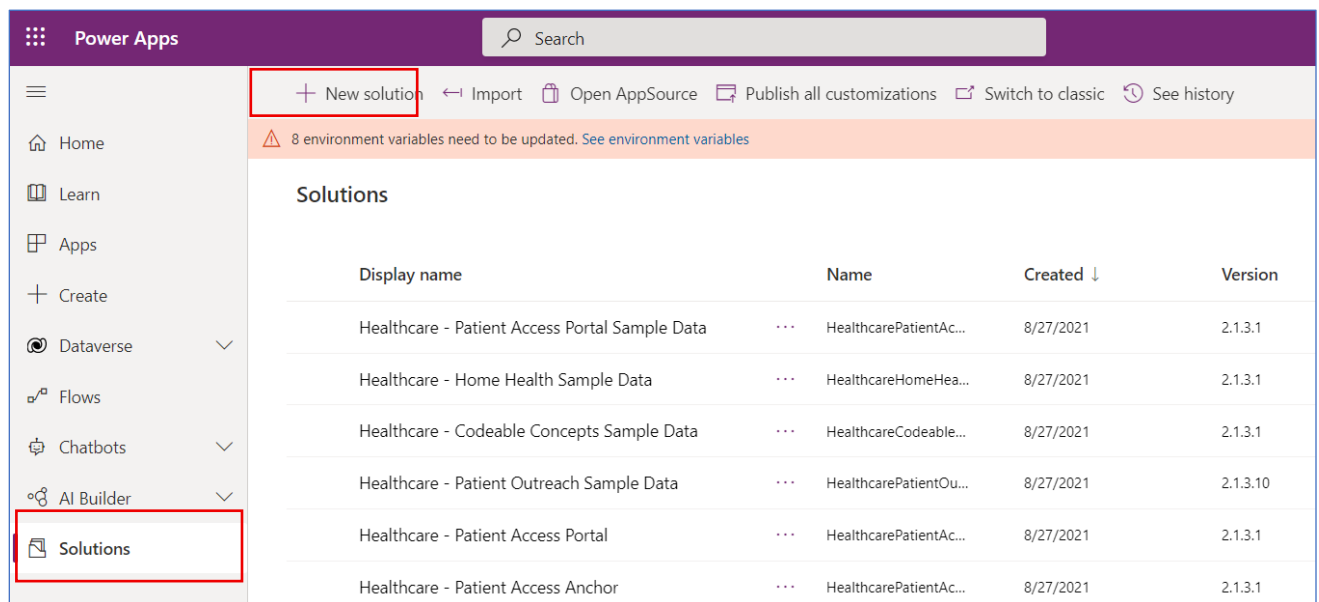


Congratulations! You have obtained the **Virtual Visit Client ID** and **Virtual Visit Secret** combination to be used to authenticate against the Microsoft Graph API to schedule virtual meeting events. You have also entered the email address of a primary event scheduler.

Task 6: Activate Flows and Connection References

In this task, we will activate the Flows and Connection References that deployed along with the Virtual Clinic application.

- Navigate to make.powerapps.com.
- Click **Solutions** and then click **+ New Solution**.



- Name the solution "LamnaHealthCare", choose the **Default Publisher** and click **Save**

New solution ✕

Display name *

Name *

Publisher *

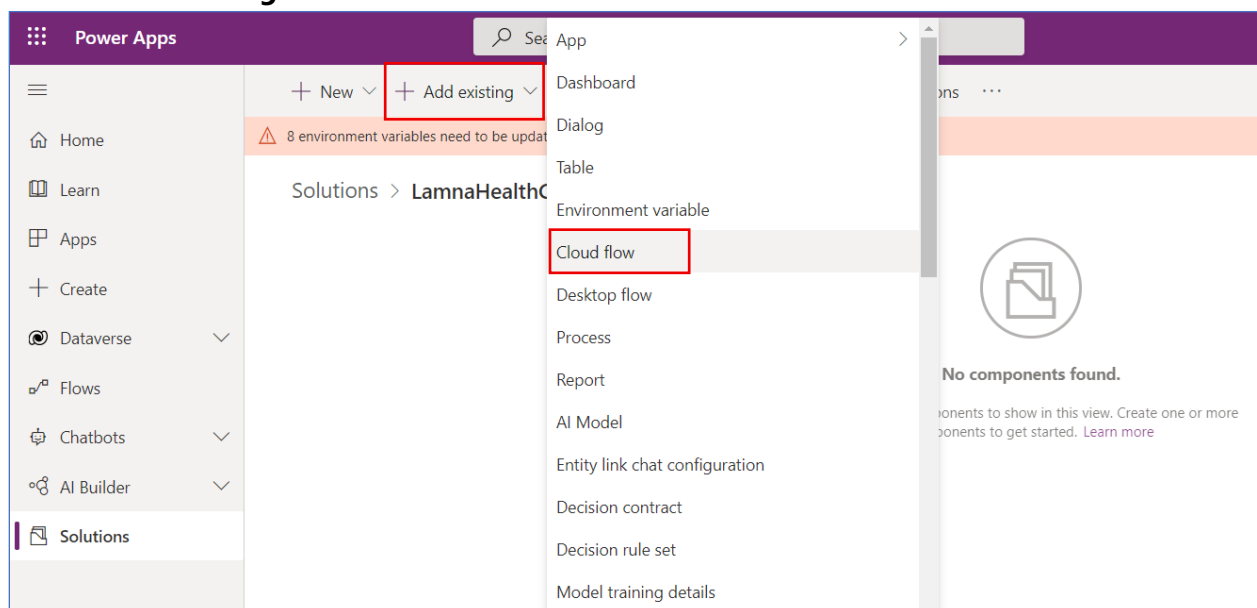
▼
✎

+ New publisher

Version *

More options ▼

- Click **+ Add existing** and select **Cloud flow**.



- Select **CF -> Schedule Teams Meeting for instant and virtual**, update record with url and status **booked** and click **Add**.

Add existing cloud flows

Select cloud flows from other solutions or cloud flows that aren't in solutions yet. Adding cloud flows that aren't already in solutions will also add them to Dataverse.

1 cloud flow selected Search cloud flows

From Dataverse Outside Dataverse

Display name	Modified	Managed externally?	Status
BookedHomeVisitNotification_Traveling v2	2 wk ago	🔒	Off
BookingCompletion_CloseWorkOrder v2	2 wk ago	🔒	Off
CF -> Schedule Teams Meeting for instant and virtual...	2 wk ago	🔒	Off
CF -> Send email for appointment	2 wk ago	🔒	On
CreateCase_WhenFollowUpNeeded v2	2 wk ago	🔒	Off
Entity records distribution flow	2 wk ago	🔒	On
Entity records distribution flow - backup [8/27/2021 7:...	2 wk ago	🔒	Off
Entity records distribution flow - backup [8/27/2021 7:...	2 wk ago	🔒	Off
FL -> Update Service Attribute Maps -> Bulk Update ...	2 wk ago	🔒	Off
Health Check in - Survey Mapping Flow	2 wk ago	🔒	Off

Add Cancel

6. Select and open the Cloud flow.

+ New + Add existing Remove Edit See Analytics ...

8 environment variables need to be updated. See environment variables

Solutions > LamnaHealthCare

Display name	Name	Type	Managed...	Modified	Owner	Status
CF -> Schedule Teams Meeting for instant and virtual...	CF -> Schedule Teams Meeting for instant and v	Cloud flow	🔒	2 wk ago	Allen Contoso	Off

7. Under the **Connection References** section, click **Edit**

Power Automate Search for helpful resources

Environments: Microsoft Cloud for Health

Flow checker

There's a potential problem with this flow. To see more details, open Flow checker.

Flows > CF -> Schedule Teams Meeting for instant and virtual, update record with url and status to booked

Details Edit

Flow: CF -> Schedule Teams Meeting for instant and virtual, update record with url and status to booked

Status: Off

Created: Aug 27, 03:02 PM

Modified: Aug 27, 03:02 PM

Type: Automated

Plan: Per-user plan

Connection References Edit

There aren't any connection references for this flow.

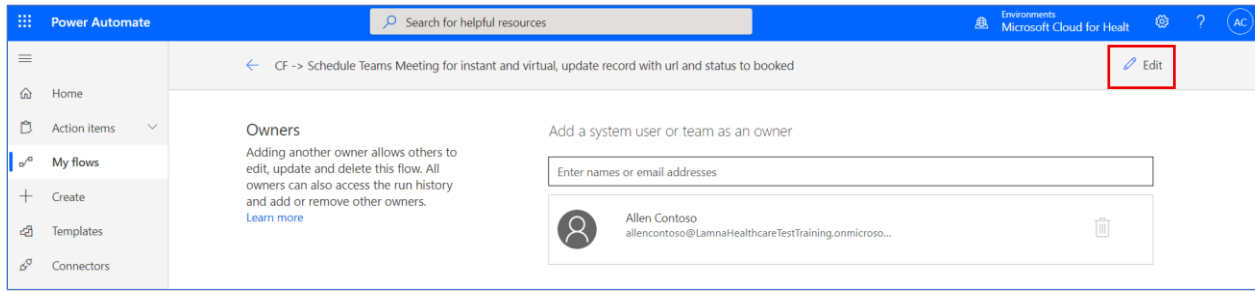
Owners Edit

AC Allen Contoso

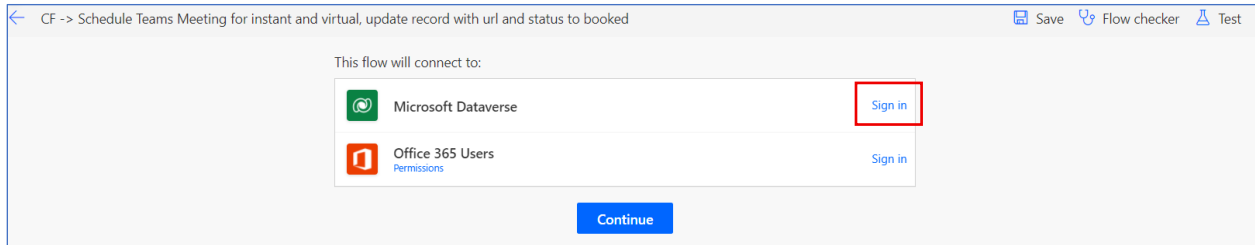
28-day run history All runs

When your flow runs, you'll see its history here.

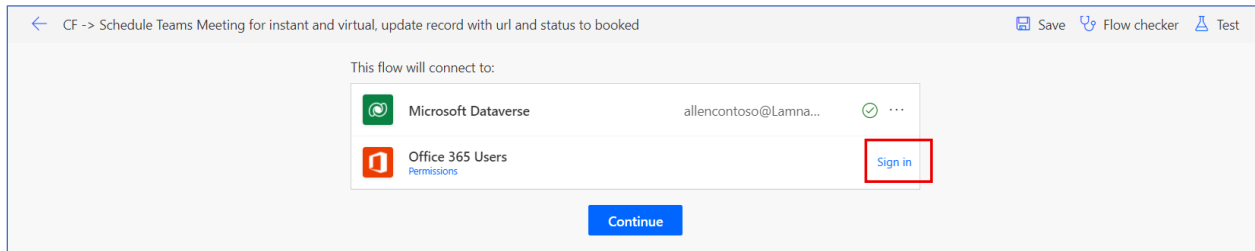
8. Click **Edit**.



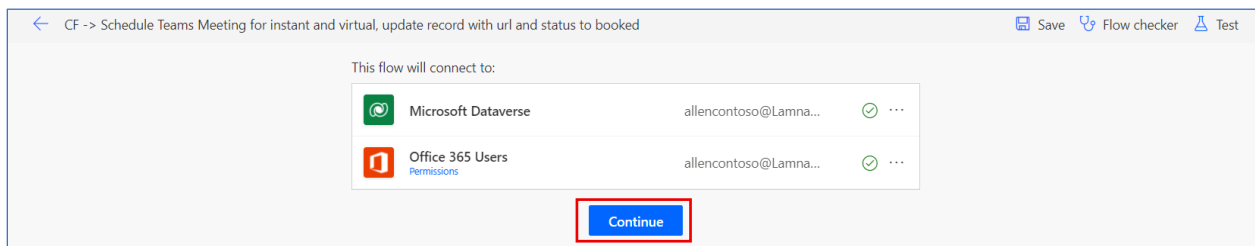
9. Click **Sign in** for **Microsoft Dataverse** to create the Connection Reference.



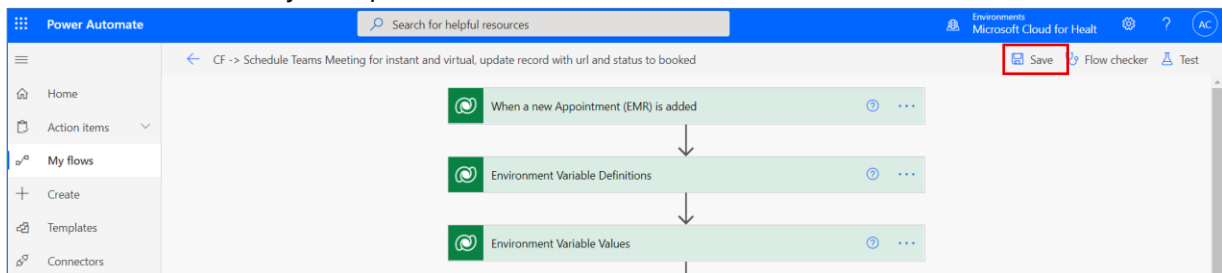
10. Click **Sign in** for **Office 365 Users** to create the Connection Reference.



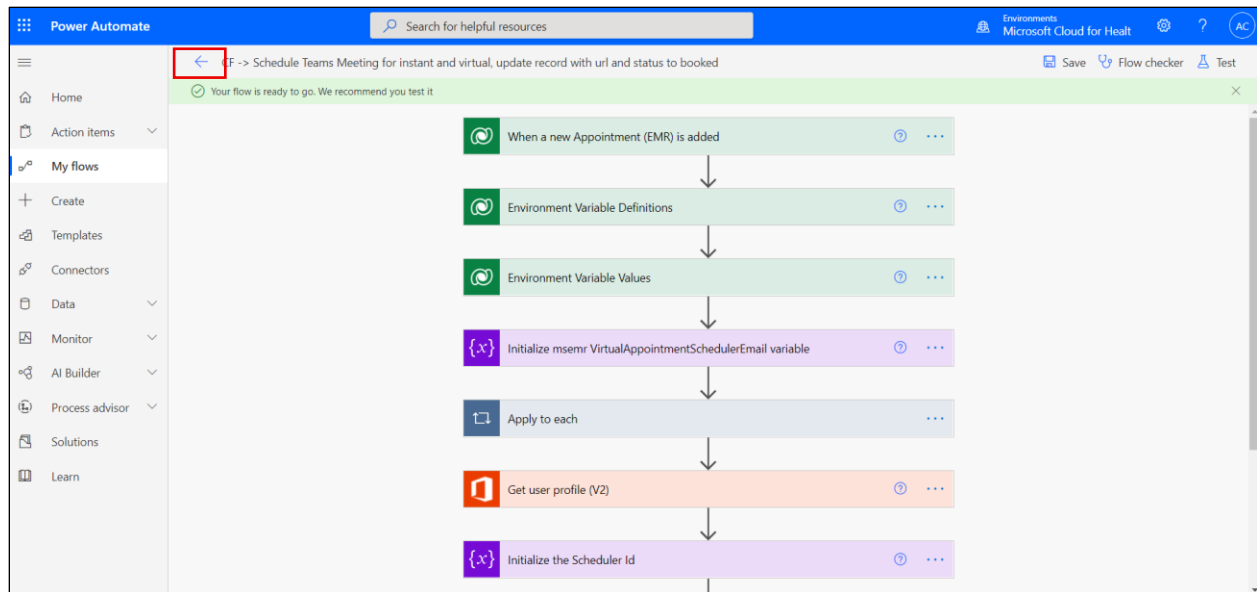
11. Click **Continue**



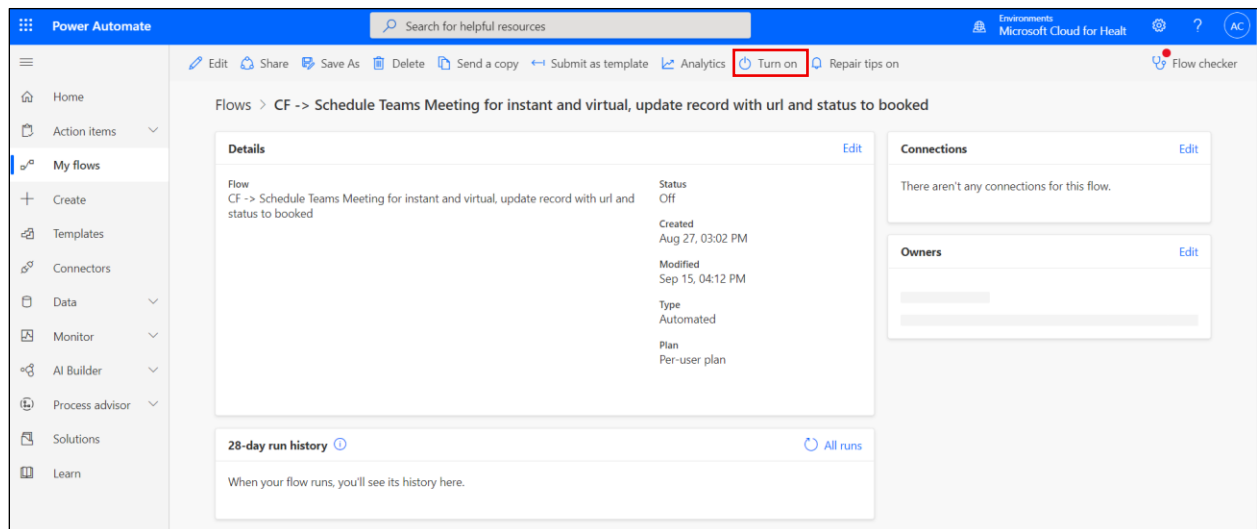
12. Click **Save** to commit your updates.



13. Click the **Back arrow** to return to the flow's main page



14. Click Turn on to turn on the flow



Congratulations! You have set the Connection References and turn on the Cloud flow for creating virtual appointments.

Exercise 2: Configure Microsoft Teams for Virtual Visits

In this exercise, you will configure integration with Microsoft Teams for Lamna Healthcare Company. Microsoft Teams offers several features useful for hospitals and other healthcare organizations. By integrating Microsoft Cloud for Healthcare with Microsoft Teams, you can improve the collaboration between your care team staff and enhance patient care. You can quickly schedule and conduct virtual visits remotely with patients.

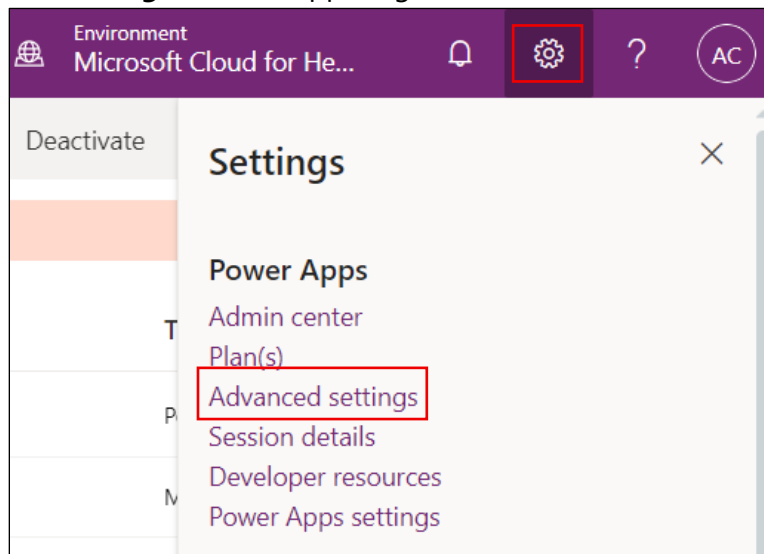
Additionally, your care team can use Microsoft Teams internally to do the following:

- Chat, call, post messages, and communicate as a team.
- Store and share files and documents to collaborate.
- Use Shifts to create, manage, and share schedules among your staff.

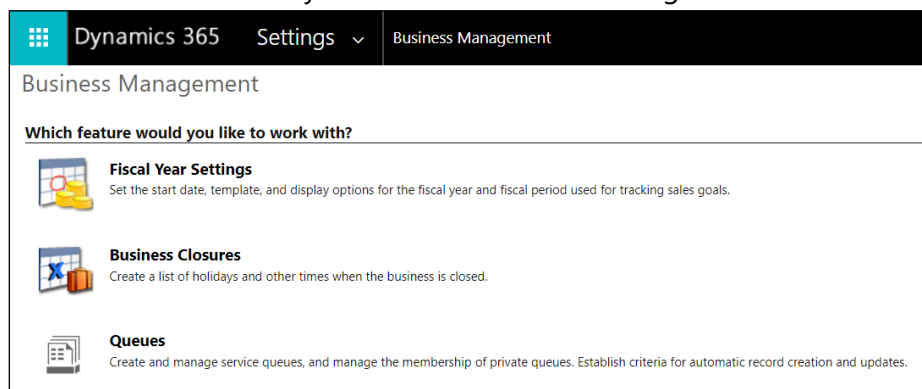
Task 1: Install and Set up Microsoft Teams Integration

By default, the Basic and Enhanced Microsoft Teams integration is disabled for customer engagement apps in Dynamics 365. In this Task, we will enable Microsoft Teams in Dynamics 365.

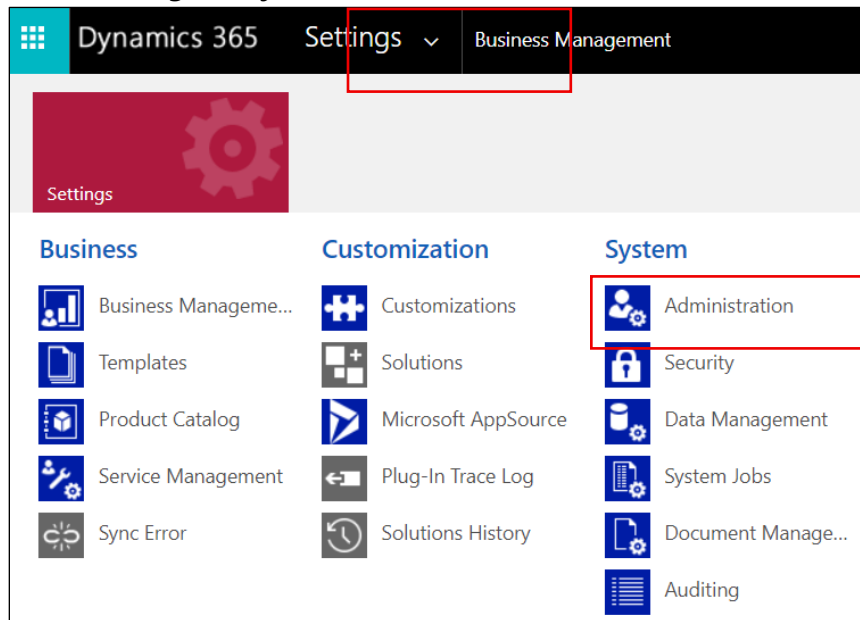
1. Go to make.powerapps.com.
2. Select the **gear** in the upper right-hand corner and then select **Advanced Settings**.



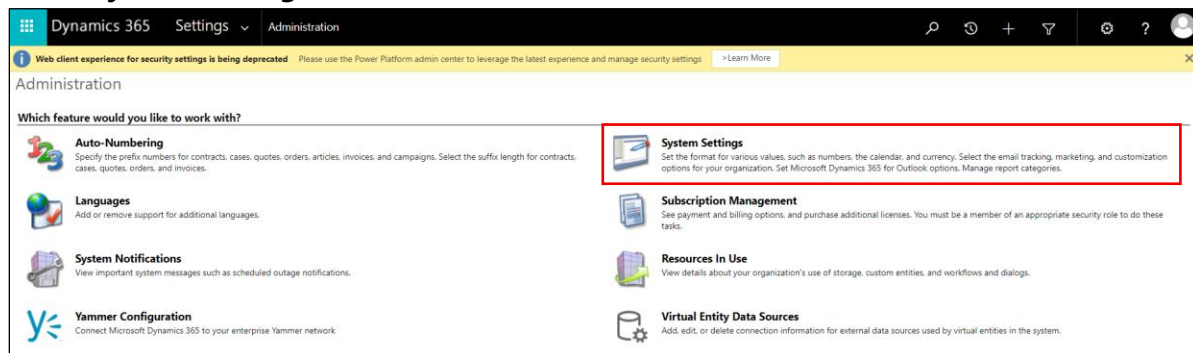
3. You will be landed in Dynamics 365 Business Management section.



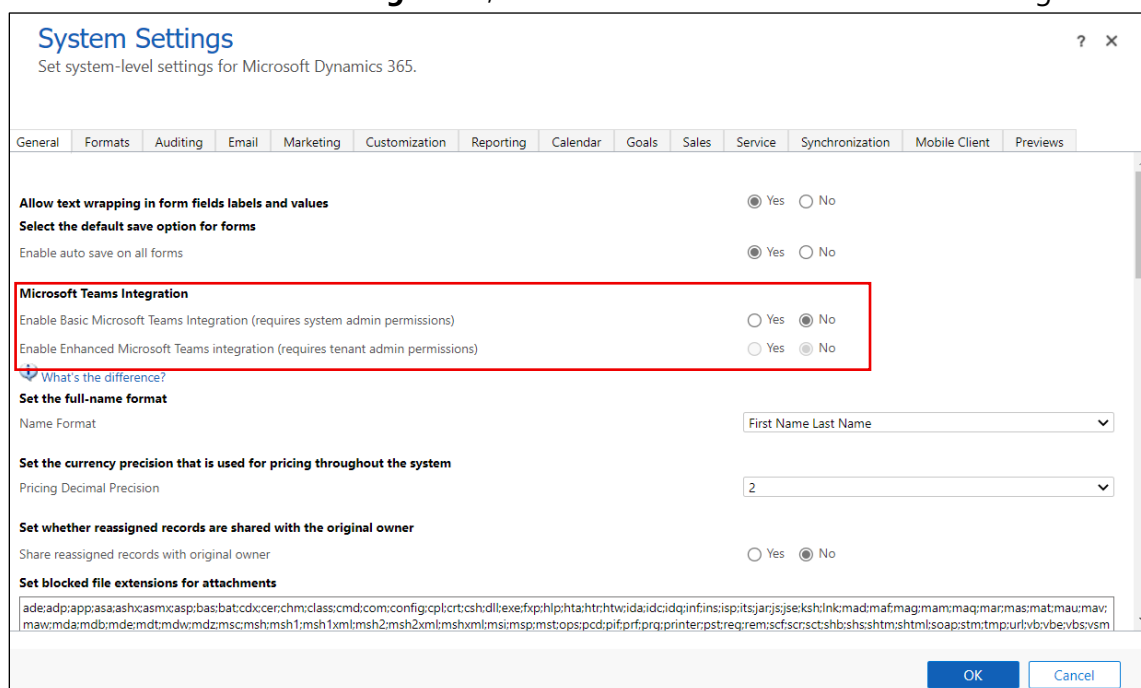
4. Go to **Settings** → **System** → **Administration**.



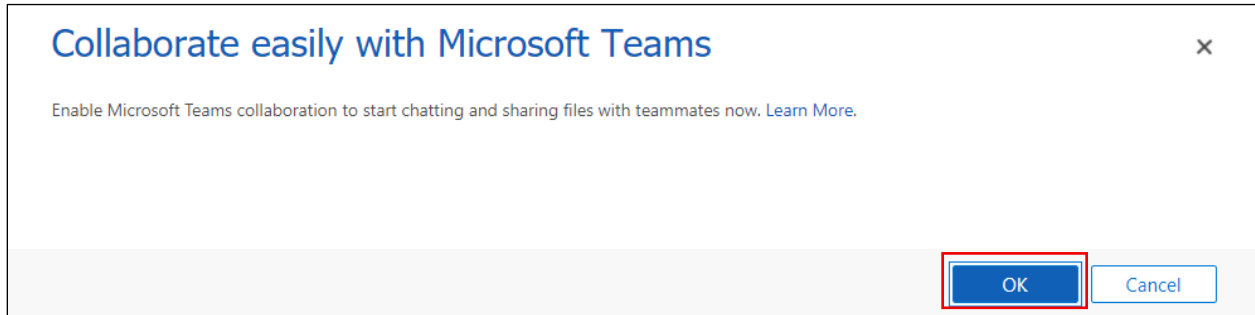
5. Select **System Settings**.



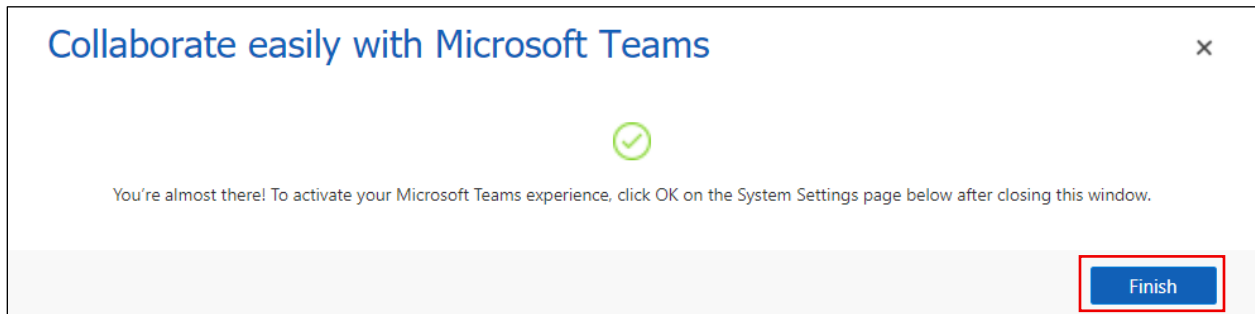
6. Under **Microsoft Teams Integration**, switch Enable **Basic** Microsoft Teams Integration over to **Yes**.



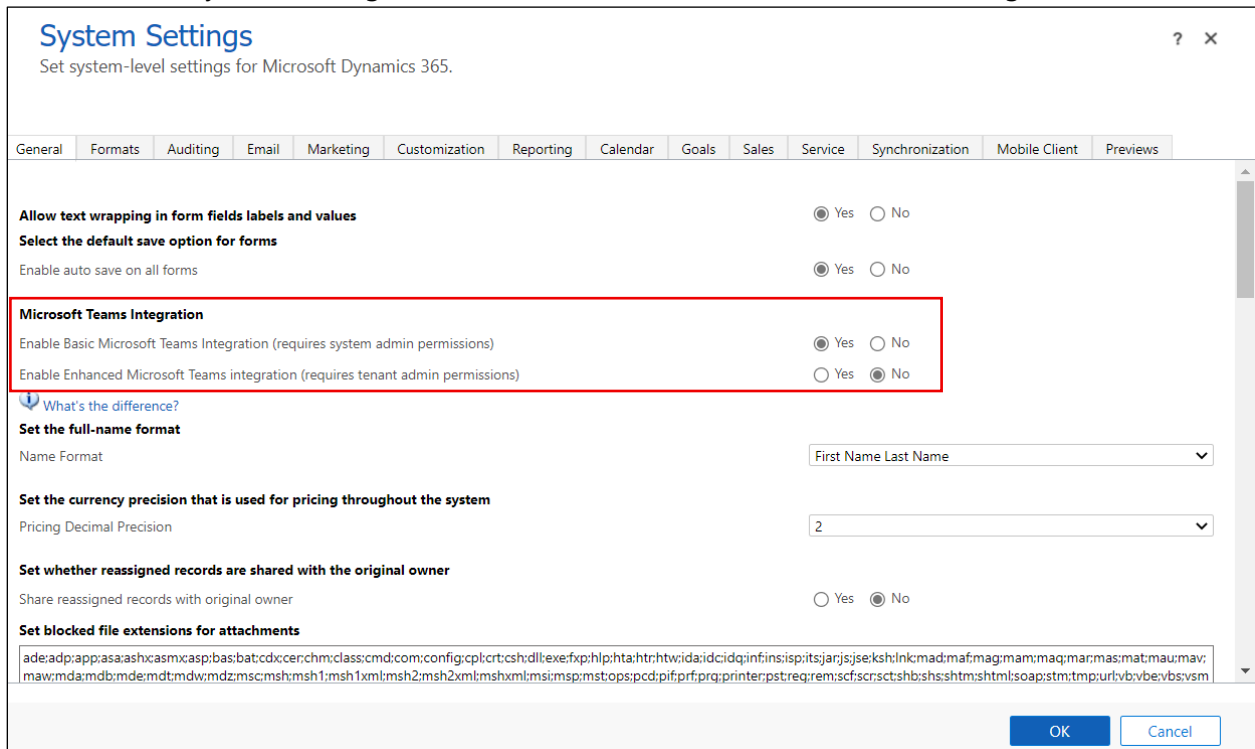
7. When the pop-up opens, click **OK**. This will take several minutes to configure.



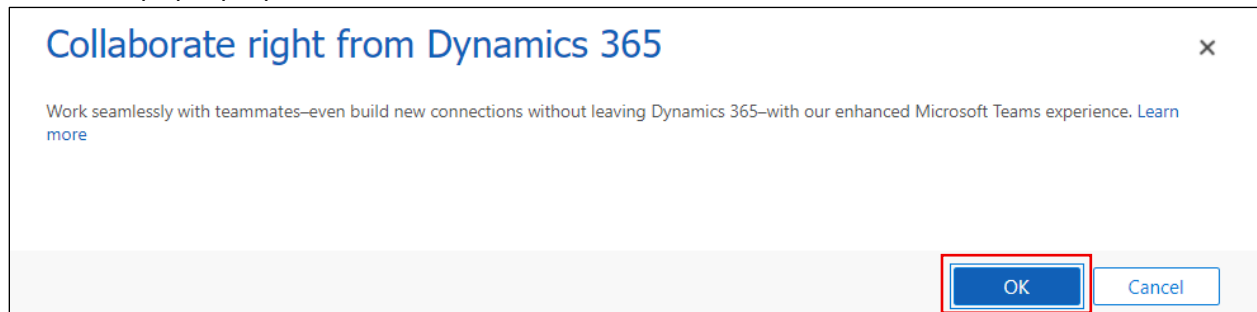
8. When it is completed, click **Finish**.



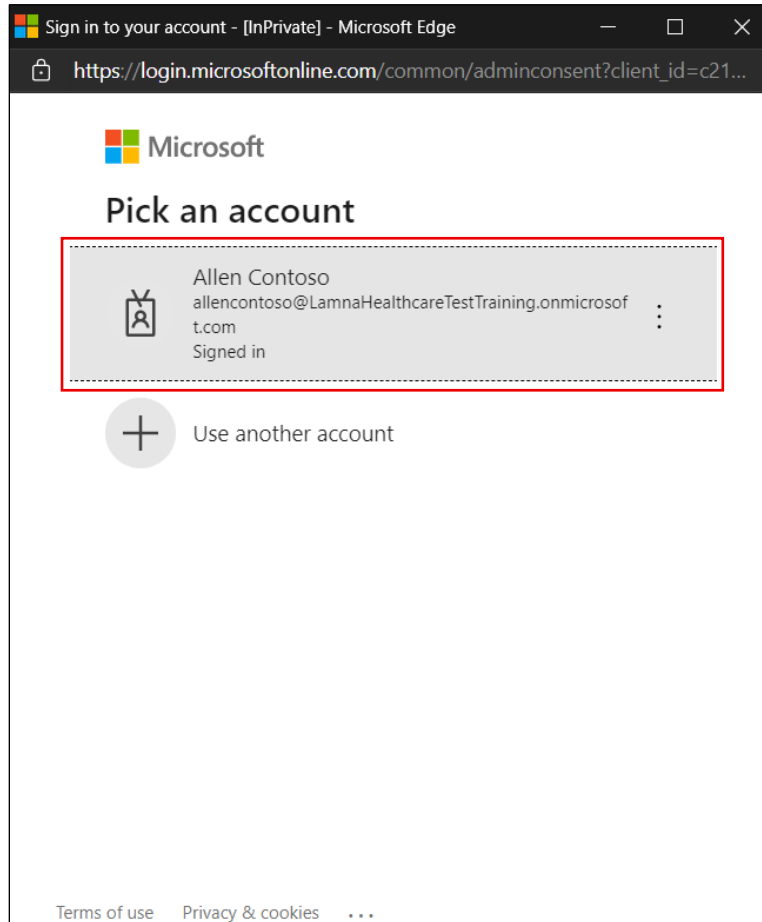
9. Once back on System Settings, switch Enable **Enhanced** Microsoft Teams integration to **Yes**.



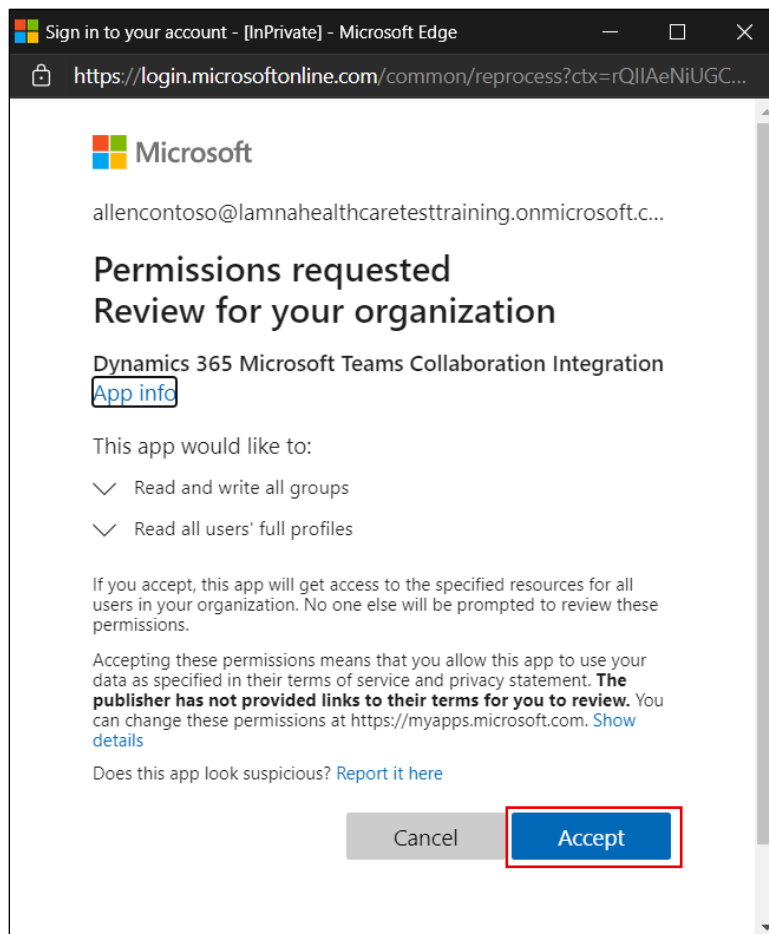
10. When the pop-up opens, click **OK**



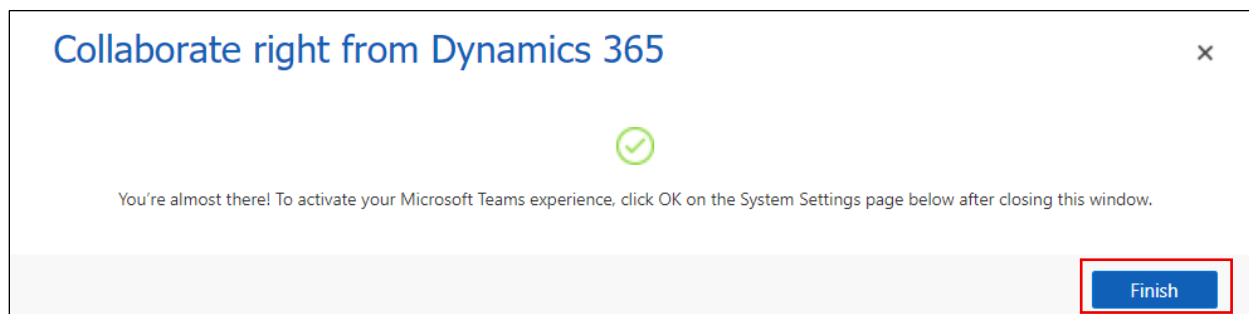
11. Another pop-up window will open. Select the user that you are signed in as currently.



12. Click **Accept**.



13. Click **Finish**.



14. You will now see that both Microsoft Teams Integration settings are set to Yes. Click **OK**.

System Settings

Set system-level settings for Microsoft Dynamics 365.

General

Formats

Auditing

Email

Marketing

Customization

Reporting

Calendar

Goals

Sales

Service

Synchronization

Mobile Client

Previews

Allow text wrapping in form fields labels and values

☒ Yes ☐ No

Select the default save option for forms

Enable auto save on all forms

☒ Yes ☐ No

Microsoft Teams Integration

Enable Basic Microsoft Teams Integration (requires system admin permissions)

☒ Yes ☐ No

Enable Enhanced Microsoft Teams integration (requires tenant admin permissions)

☒ Yes ☐ No

[What's the difference?](#)

Set the full-name format

Name Format

First Name Last Name

Set the currency precision that is used for pricing throughout the system

Pricing Decimal Precision

2

Set whether reassigned records are shared with the original owner

Share reassigned records with original owner

☐ Yes ☒ No

Set blocked file extensions for attachments

ade;adp;app;asa;ashx;asmx;asp;bas;bat;cd;ccen;chm;class;cmd;com;config;cpl;cr;cs;ddl;exe;fpx;hlp;hta;htm;html;id;idc;idq;inf;ins;isp;its;jar;js;jse;ks;lnk;mad;maf;mag;mam;maq;mar;mas;mat;mau;mav;maw;mda;mdb;mde;mdt;mdw;mdz;msc;msh;msh1;msh1xml;msh2;msh2xml;mshxml;msi;msp;mstop;pcd;pif;prf;prg;printer;pst;req;rem;scf;scr;sct;shb;shs;shtm;html;soap;stm;tmp;url;vbe;vbs;vsm

OK

Cancel

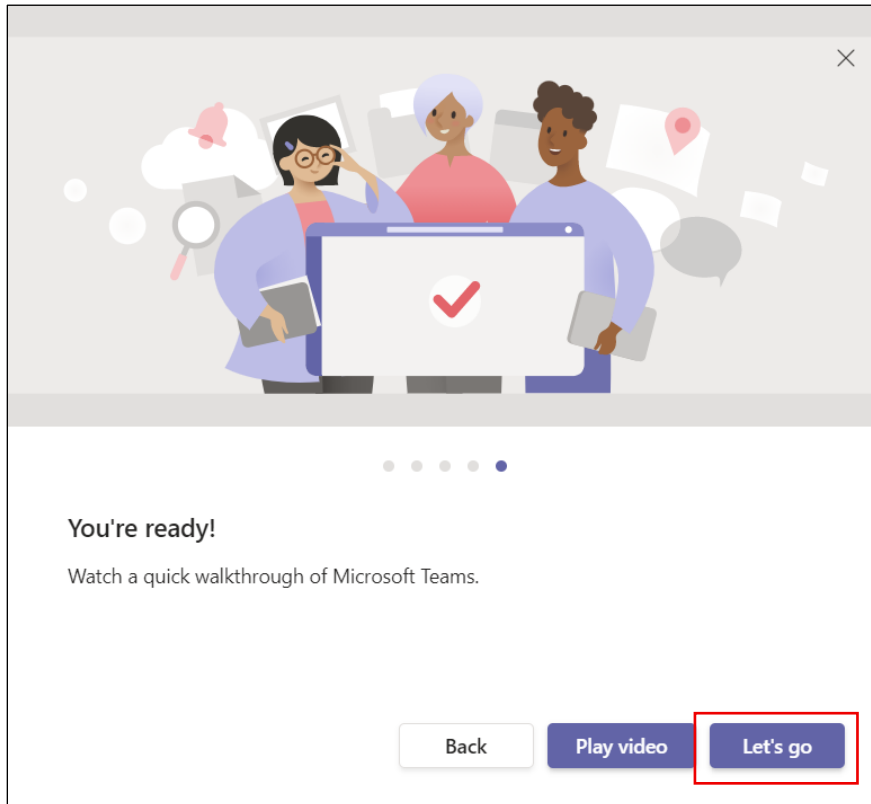
Congratulations! You have enabled Microsoft Teams integration for Dynamics 365.

Task 2: Embed Virtual Clinic App in Microsoft Teams

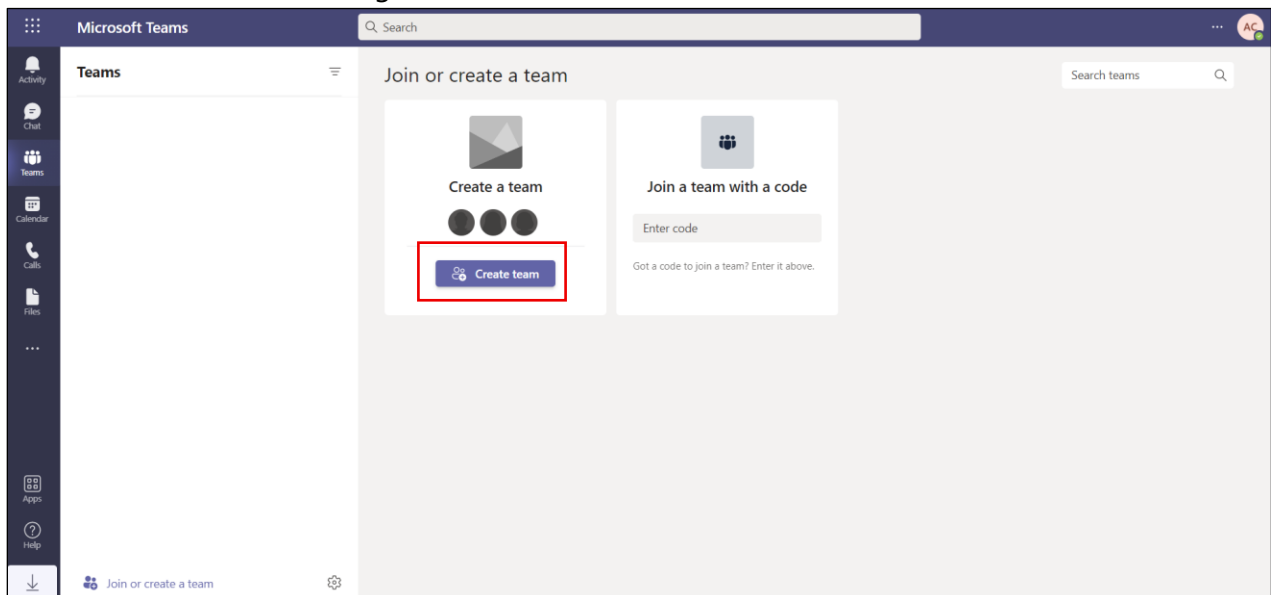
In this task, you will customize the Microsoft Teams experience for a practitioner by embedding the Virtual Clinic app to the Teams channel in your environment*.

*We will be utilizing the Microsoft Teams web experience for this task.

1. While logged in to your Microsoft 365 tenant, open a new tab and go to teams.microsoft.com.
2. Click **Next** through the prompts, and then click **Let's Go**.




3. Select Teams on the left navigation bar and then click **Create Team**.




4. Click **From scratch**.

Create a team


**From scratch**

We'll help you create a basic team.


**From a group or team**

Create your team from an Microsoft 365 group that you own or from an another...


Select from a template

**Manage a Project**
General


Coordinate your project.

**Manage an Event**
General

Improve your event management and collaboration.

**Onboard Employees**
General

Create a central experience to onboard


**Adopt Office 365**
General

Create a Champion community to drive


[What's a team?](#)

5. Click Public.


What kind of team will this be?

**Private**

People need permission to join

**Public**

Anyone in your org can join

**Org-wide**

Everyone in your organization automatically joins

[Back](#)

6. Call the Team "**Lamna Healthcare – Redmond**" and click Create.

Some quick details about your public team

Team name

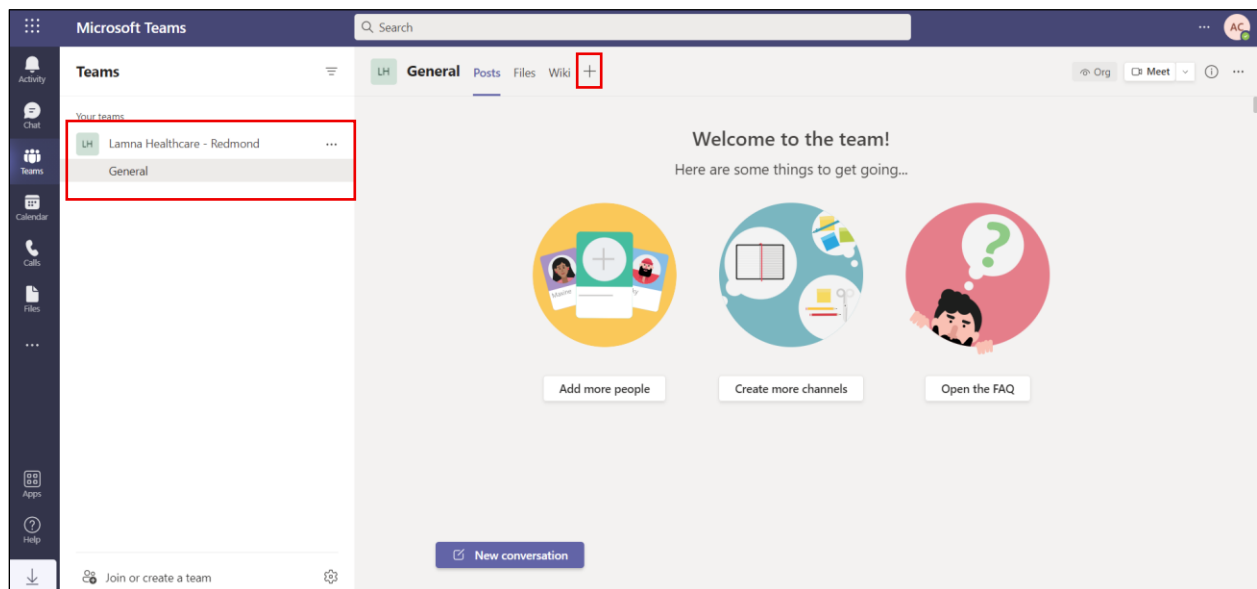
Lamna Healthcare - Redmond

Description

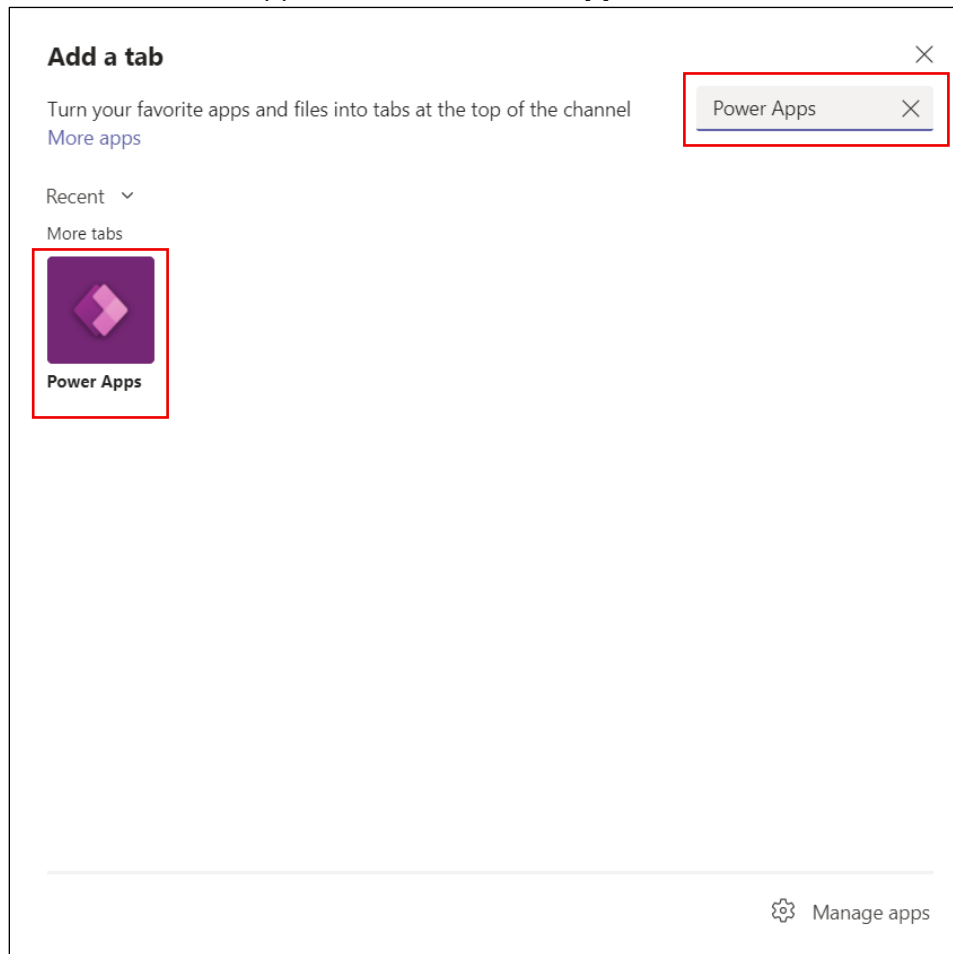
Let people know what this team is all about

[< Back](#)[Create](#)

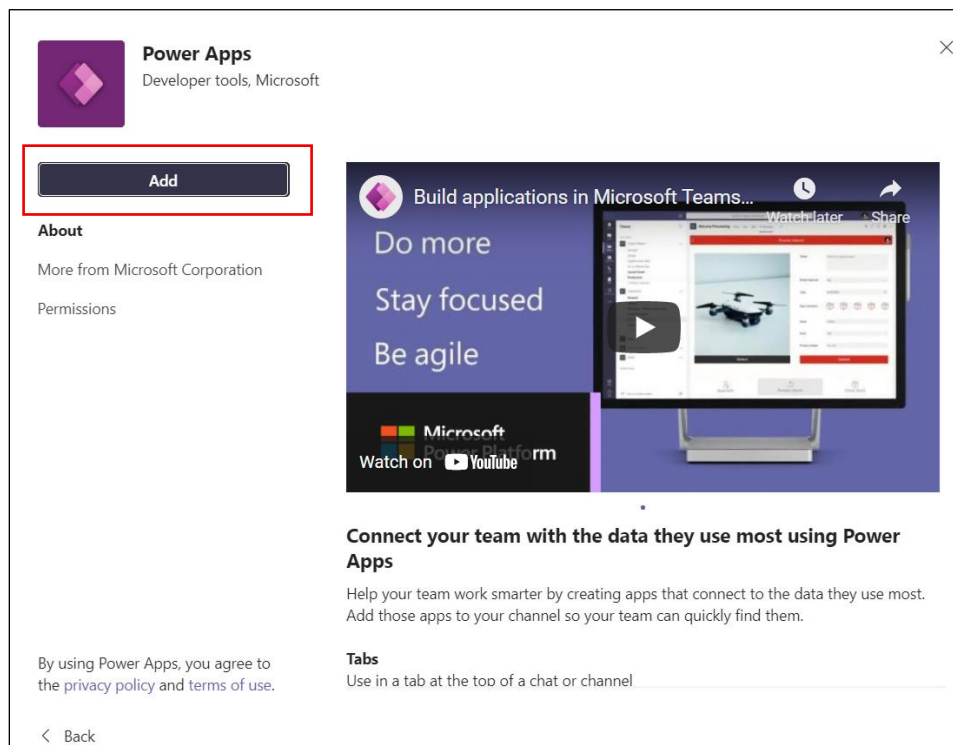
7. Once the Team is created and the **General channel** selected, click the **+** button to add a tab



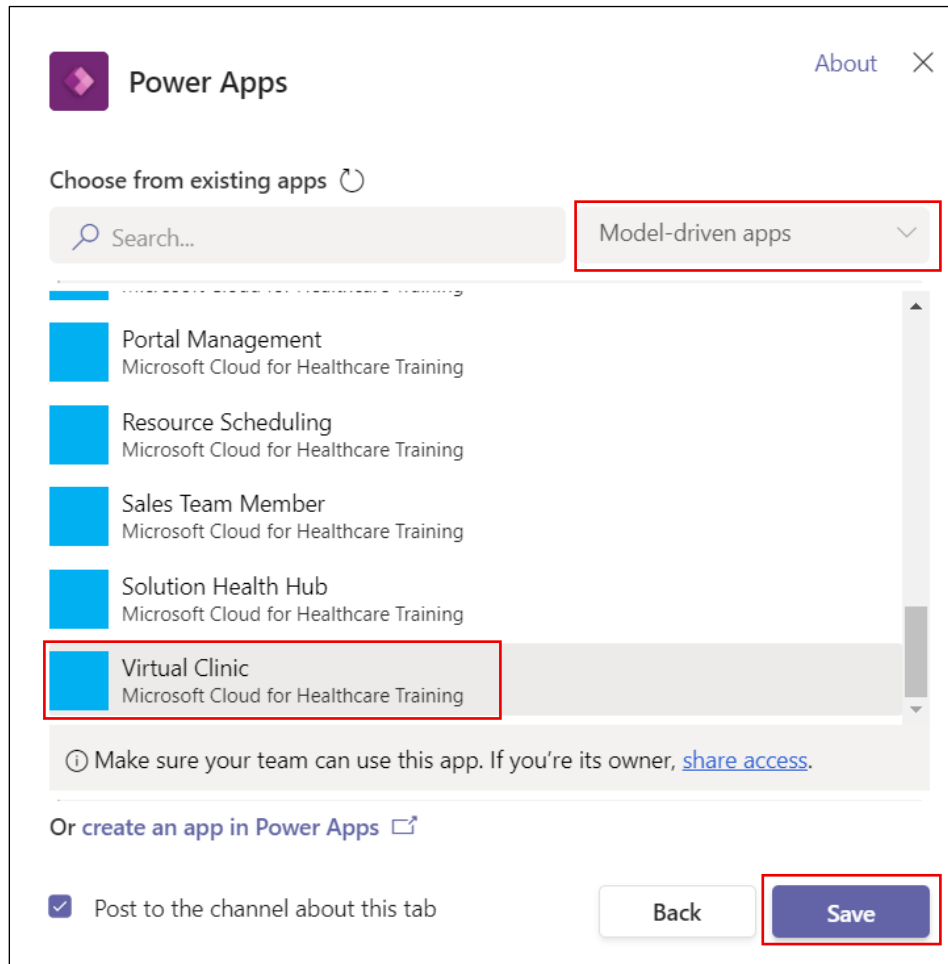
8. Search for "Power Apps" and select **Power Apps**



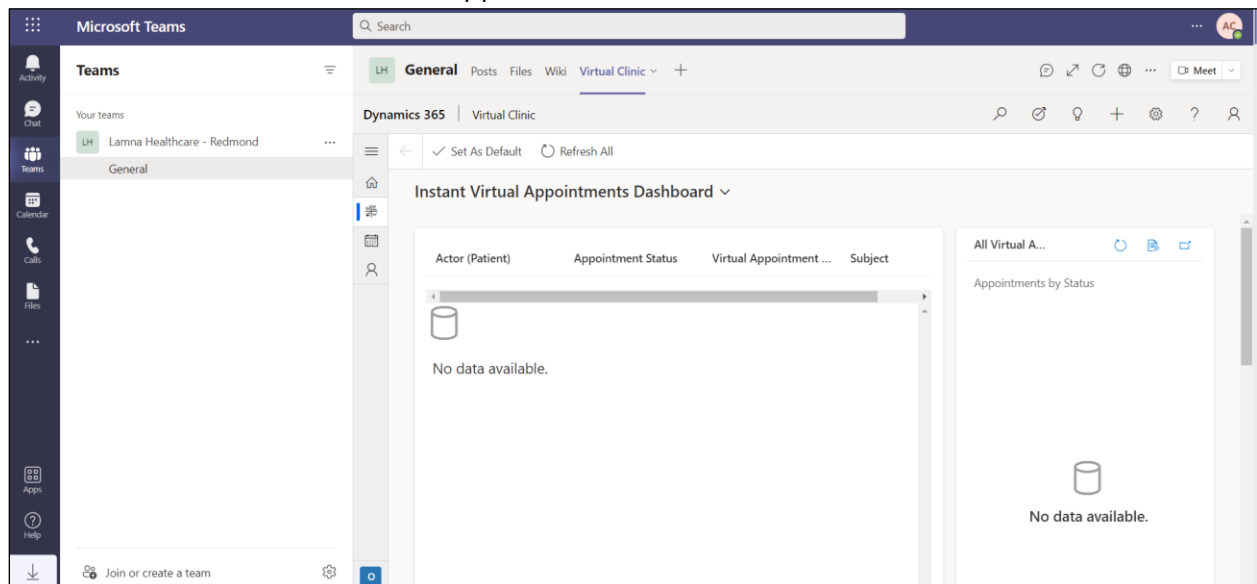
9. Click **Add**



10. Select **Model-driven apps** from the dropdown menu, then scroll down and select **Virtual Clinic** and click **Save**.



11. You will now see the Virtual Clinic app embedded in Microsoft Teams



Congratulations! You have embedded the Virtual Clinic app in Microsoft Teams.

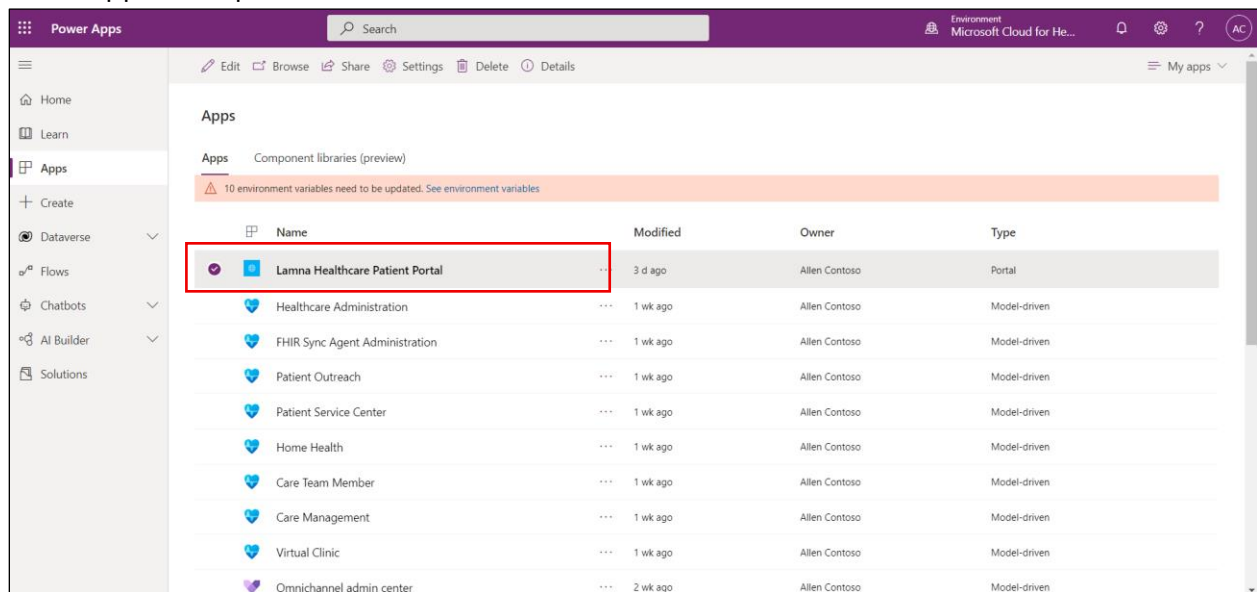
Exercise 3: Schedule a Virtual Visit

In this final exercise, you will use the items that you configured in the previous exercises to schedule a virtual visit between Adam Atkins and his practitioner, Jamie Evans.

Task 1: Schedule an Instant Virtual Appointment

In this task, you will log in to the Patient Portal as Adam Atkins and schedule an instant virtual appointment.

1. Go to make.powerapps.com
2. Go to Apps and open the Lamna Patient Portal



3. Sign in as **Adam Atkins**

The screenshot shows the 'Contoso Healthcare' sign-in page. It has a header with the logo and name. Below the header are links for 'Sign in', 'Register', and 'Redeem invitation'. The main content area is divided into two sections: 'Sign in with a local account' and 'Sign in with an external account'. The 'Sign in with a local account' section contains a 'Username' field with the value 'adamatkins', a 'Password' field with masked characters, a 'Remember me?' checkbox, and a 'Sign in' button. The 'Sign in with an external account' section contains an 'Azure AD' button. A 'Forgot your password?' link is also present below the 'Sign in' button.

4. Go to **Appointments** and select **Schedule new**.

The screenshot shows the Contoso Healthcare dashboard for Adam Atkins. The left sidebar contains a navigation menu with the following items: Home, Find a doctor, Messages, Appointments (expanded), Upcoming, Schedule new (highlighted with a red box), Medical records, and Personal information. The main content area displays a 'Welcome Adam Atkins' message and three large cards: 'Schedule an appointment', 'View messages', and 'Find a doctor'. Below these cards are two tables: 'Unread messages' and 'Medications'. The 'Unread messages' table is empty. The 'Medications' table has one entry: Epipen, ordered by Jamie Evans, starting on 5/13/2021 at 12:00 AM, with 1 refill. At the bottom, there are two more tables: 'Upcoming appointments' and 'Medications', both of which are also empty.

Contoso Healthcare Adam Atkins

Home Find a doctor

Messages

Appointments

Upcoming

Schedule new

Medical records

Personal information

Welcome Adam Atkins

Schedule an appointment

View messages

Find a doctor

Unread messages

From	Subject	Received
There are no records to display.		

Medications

Medication	Ordered by	Date started	Refills
Epipen	Jamie Evans	5/13/2021 12:00 AM	1

Upcoming appointments

Date	Provider	Location
There are no records to display.		

5. Select **Instant virtual appointment**.

The screenshot shows the Contoso Healthcare dashboard for Adam Atkins, specifically the 'Schedule a new appointment' page. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Schedule a new appointment' and has two sections: 'Schedule as soon as possible' and 'Or schedule for a specific day and time'. In the 'Schedule as soon as possible' section, the 'Instant virtual appointment' option is highlighted with a red box. It includes a blue exclamation mark icon and text stating: 'A video conference call with the next available provider. You must have a smartphone or computer with camera and microphone.' The 'Or schedule for a specific day and time' section contains two options: 'Virtual appointment' (a video conference call) and 'Clinic appointment' (an in-person clinic visit).

Contoso Healthcare Adam Atkins

Home Find a doctor

Messages

Appointments

Medical records

Personal information

Schedule a new appointment

Schedule as soon as possible

Instant virtual appointment
A video conference call with the next available provider. You must have a smartphone or computer with camera and microphone.

Or schedule for a specific day and time

Virtual appointment
A video conference call. You must have a smartphone or computer with camera and microphone.

Clinic appointment
An in-person clinic visit.

6. Select the **General Medicine** option that you created earlier in the lab as the reason for the visit.

Contoso Healthcare Adam Atkins ▾

Home Find a doctor

Messages ▾
Appointments ▾
Medical records ▾
Personal information ▾

Instant virtual appointment

Reason Personal Insurance Join

Select a reason

Pulmonary disease is often treated by a pulmonologist, a specialist in the treatment of lung and breathing issues ranging from asthma to chronic obstructive pulmonary disease to lung cancer.

Pulmonary disease is often treated by a pulmonologist, a specialist in the treatment of lung and breathing issues ranging from asthma to chronic obstructive pulmonary disease to lung cancer.

The branch of primary-care medicine that provides comprehensive health care to people regardless of age or sex and emphasizes the family unit.

The branch of primary-care medicine that provides comprehensive health care to people regardless of age or sex and emphasizes the family unit.

Branch of medicine for conditions such as blockages, heart injuries, and diseases, and keep their eye on other factors such as high cholesterol, diabetes, and high blood pressure.

Branch of medicine for conditions such as blockages, heart injuries, and diseases, and keep their eye on other factors such as high cholesterol, diabetes, and high blood pressure.

Branch of medicine concerned with the structure, functions, diseases, and pathology of the stomach and intestine.

Branch of medicine concerned with the structure, functions, diseases, and pathology of the stomach and intestine.

Branch of medicine concerned with the prevention, diagnosis, treatment, and study of cancer.

Branch of medicine concerned with the prevention, diagnosis, treatment, and study of cancer.

Therapy for the preservation, enhancement, or restoration of movement and physical function impaired or threatened by disease, injury, or disability

Therapy for the preservation, enhancement, or restoration of movement and physical function impaired or threatened by disease, injury, or disability

General medicine

General Medicine

7. Scroll down and click **Next**

Previous Next

8. Click **+ Add Insurance**

Contoso Healthcare Adam Atkins ▾

Home Find a doctor

Messages ▾
Appointments ▾
Medical records ▾
Personal information ▾

Instant virtual appointment

Reason Personal Insurance Join

+ Add Insurance

Previous

9. Fill out the required fields with any information and click **Next**

Contoso Healthcare Adam Atkins ▾

Home Find a doctor

Messages ▾
Appointments ▾
Medical records ▾
Personal information ▾

Instant virtual appointment

Reason Personal Insurance Join

Subscriber / Policy Holder Adam Atkins Relationship to Patient ▾

Insurance * Anything

Member ID * 12345 Group ID * 9876

By clicking the 'Next' button below, I verify that all information above is correct and up to date to my knowledge.

Previous Next

10. Click **Next**

Contoso Healthcare Adam Atkins ▾

Home Find a doctor

Messages ▾
Appointments ▾
Medical records ▾
Personal information ▾

Instant virtual appointment

Reason Personal Insurance Join

Verify Insurance

Upload a clear photo of the front of your insurance card.

Front

Previous Next

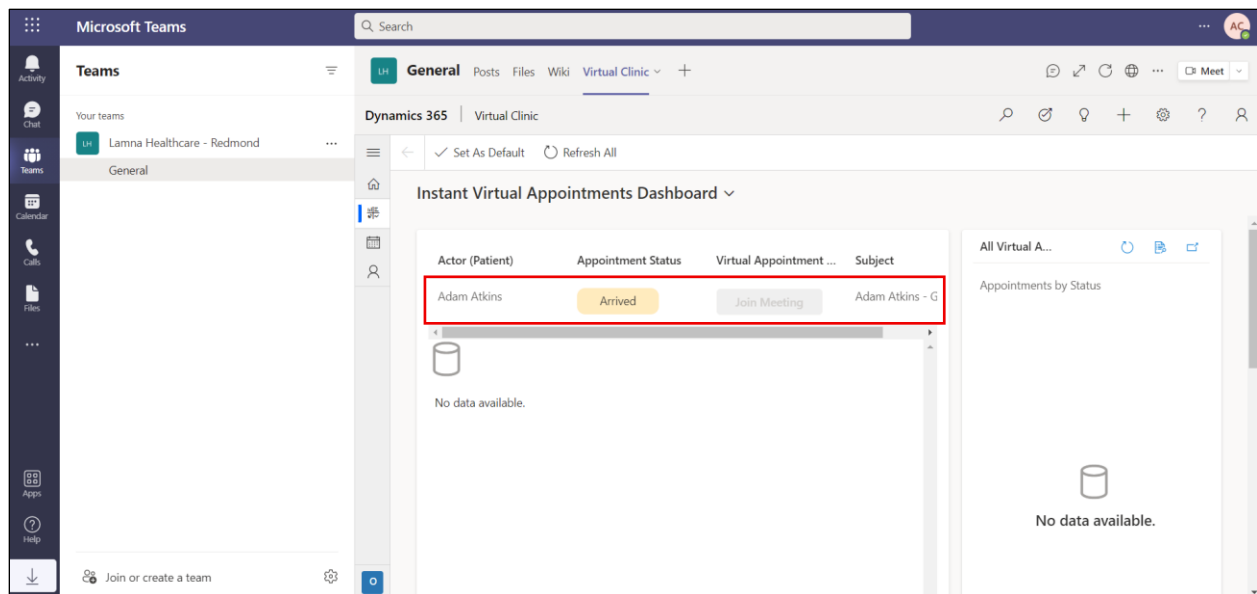
11. **Check the box** for Consent Terms and then click **Join queue**.

The screenshot shows the 'Instant virtual appointment' page in the Contoso Healthcare system. The user is Adam Atkins. The page has a sidebar with navigation links: Home, Find a doctor, Messages, Appointments, Medical records, and Personal information. The main content area has a title 'Instant virtual appointment' and four buttons: Reason, Personal, Insurance, and Join. Below these buttons, it says 'You are all set to join!'. There is a red box around a checkbox labeled 'Error: Provider's consent terms not found.' and another red box around a 'Join queue' button. A 'Previous' button is at the bottom.

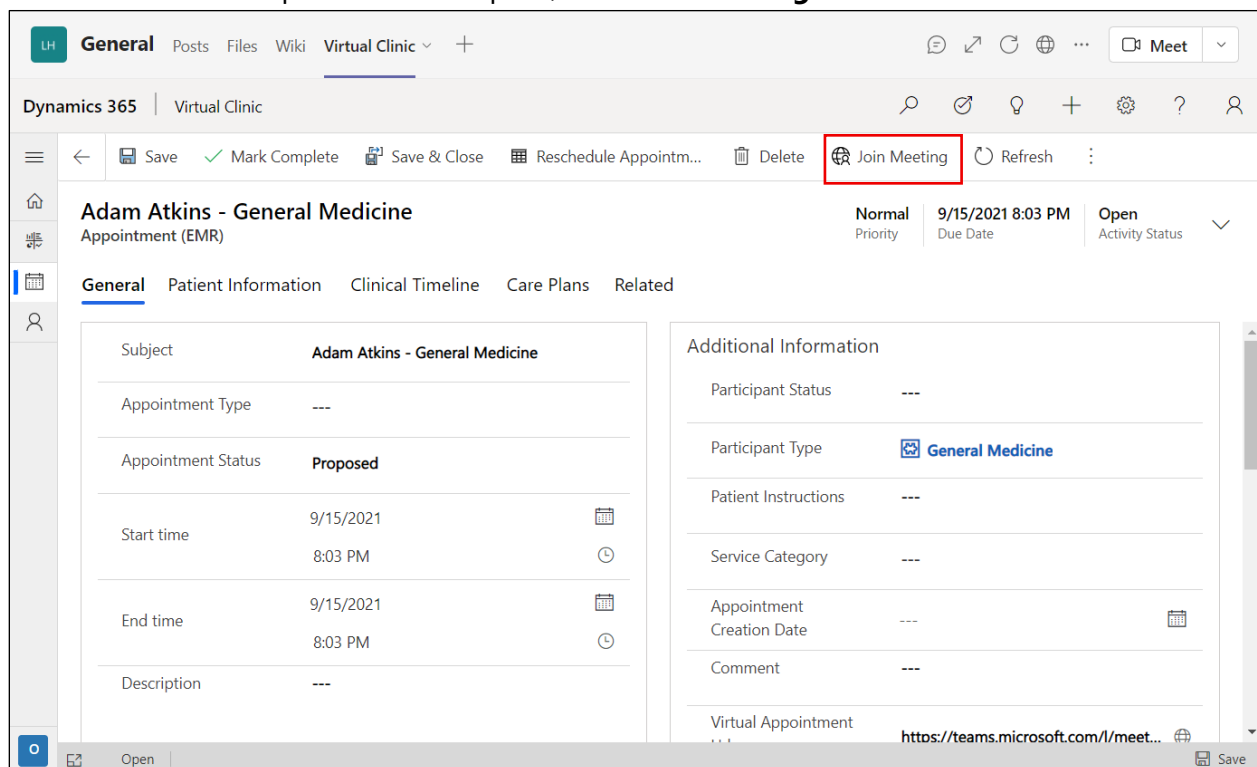
12. A new internet browser tab will open and may be blank. **Click the link** provided to join the appointment.

The screenshot shows the 'Instant virtual appointment' page in the Contoso Healthcare system. The user is Adam Atkins. The page has a sidebar with navigation links: Home, Find a doctor, Messages, Appointments, Medical records, and Personal information. The main content area has a title 'Instant virtual appointment' and four buttons: Reason, Personal, Insurance, and Join. Below these buttons, there is a red box around a message that says 'If you are experiencing issues, please use the link below: [Click here to join your appointment](#)'. A 'Previous' button is at the bottom.

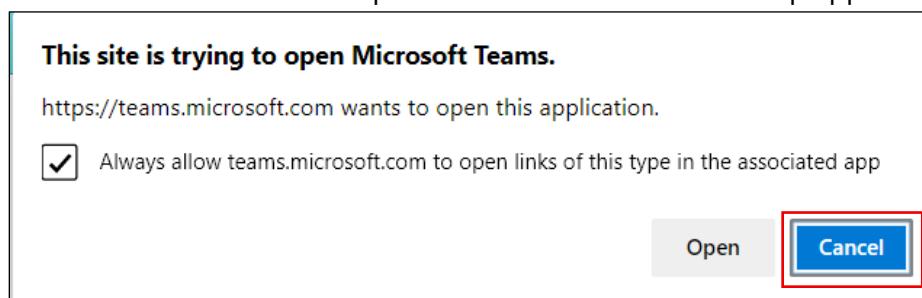
13. Open a new tab in your browser and go to teams.microsoft.com. Navigate to the Virtual Clinic app that you embedded in the "Lamna Healthcare – Redmond" Teams channel. On the Instant Virtual Appointment Dashboard, you will see that Adam Atkins has arrived for a virtual appointment. **Double-click to open the record.**



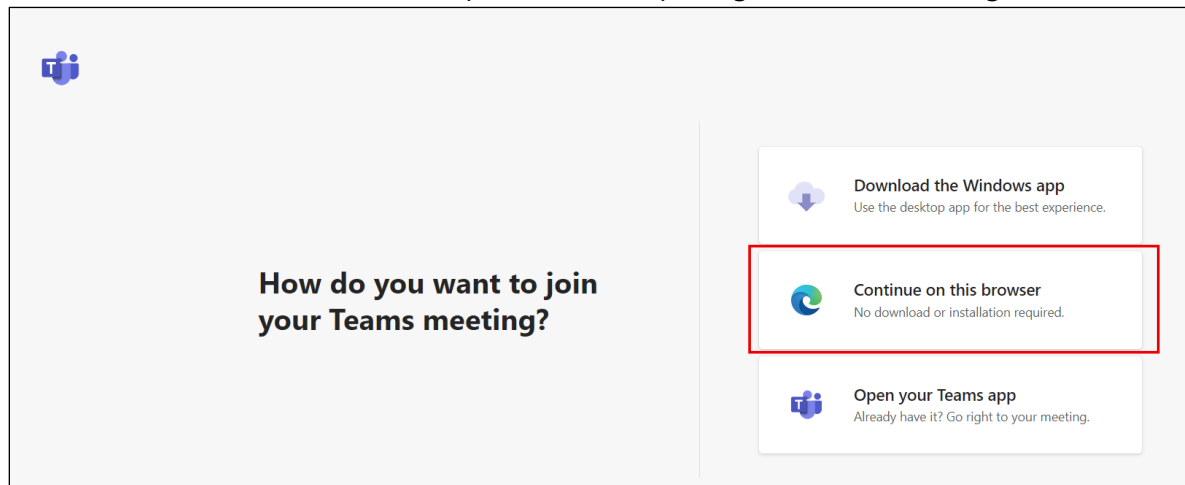
14. When Adam Atkins's patient record opens, click **Join Meeting**



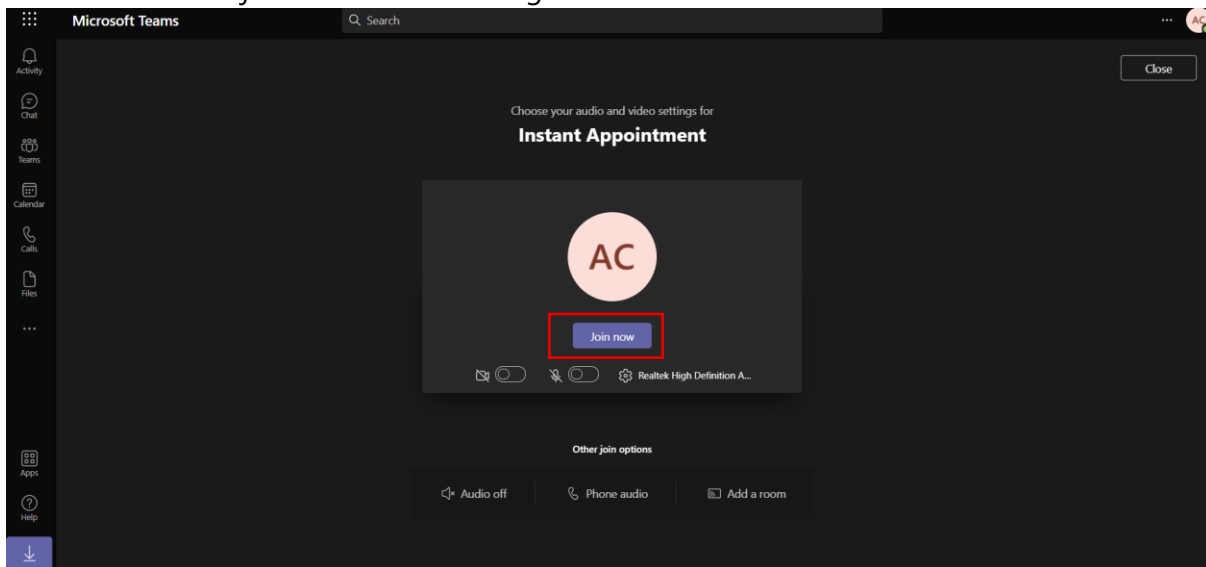
15. Click **Cancel** as we will not open the Microsoft Teams desktop app in this example.



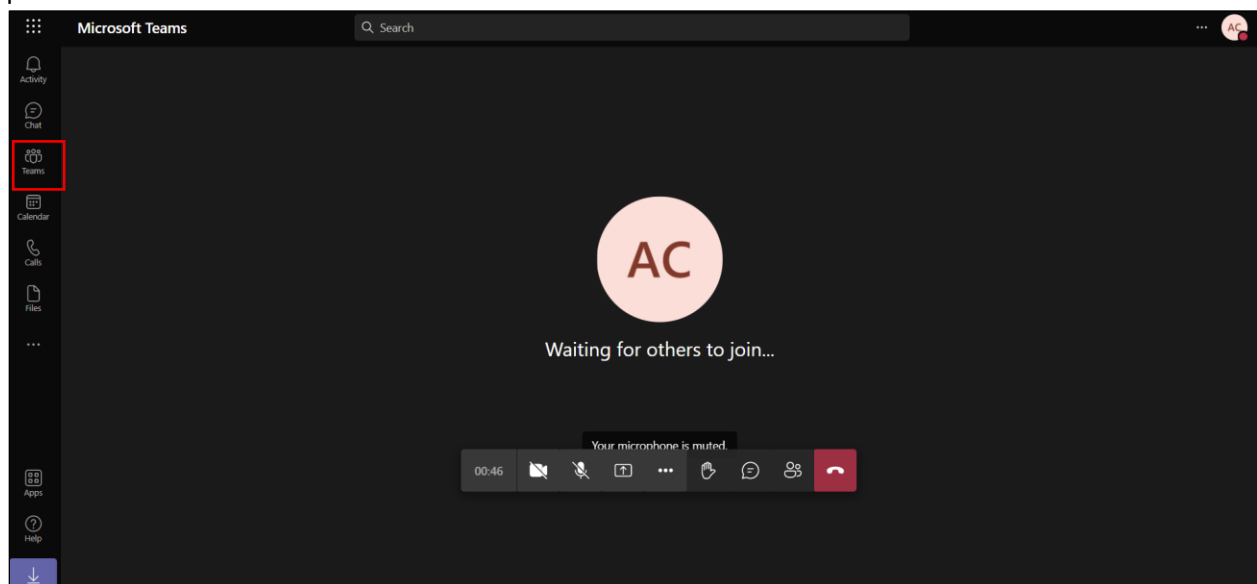
16. Click **Continue on this browser** to proceed with opening the virtual meeting.



17. Click **Join now** to join the virtual meeting.



18. Click **Teams** on the right to reduce the size of the meeting and see the full holistic experience for a practitioner.



The screenshot displays the Microsoft Teams application interface. On the left, the navigation pane includes icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main window is divided into three sections. The top section, titled 'Instant Appointment', shows a 'Waiting for others to join...' message with a video call icon and a red 'Join' button. The middle section, 'Teams', lists 'Your teams' with 'Lamna Healthcare - Redmond' and a 'General' channel. The bottom section, 'Dynamics 365 | Virtual Clinic', displays an appointment for 'Adam Atkins - General Medicine'. The appointment details include: Subject: Adam Atkins - General Medicine; Appointment Type: ---; Appointment Status: Proposed; Start time: 9/15/2021 8:03 PM; End time: 9/15/2021 8:03 PM; Description: ---. The 'Additional Information' section shows: Participant Status: ---; Participant Type: General Medicine; Patient Instructions: ---; Service Category: ---; Appointment Creation Date: ---; Comment: ---; Virtual Appointment: https://teams.microsoft.com/l/meet... The top bar of the Teams window shows the search bar and the user's profile icon.

Congratulations! You have scheduled an instant virtual appointment using the patient portal and joined the appointment as a practitioner using the Virtual Clinic app embedded in Microsoft Teams.

Summary

Nice work! You have completed **Lab 06 – Virtual Care**

In this lab, you learned how to do the following:

- Configure the Virtual Clinic app
- Configure Microsoft Teams for virtual visits
- Schedule a virtual visit in the Patient Portal

Completing this lab concludes the Lamna Healthcare Company and Atkins family story as part of the Microsoft Cloud for Healthcare Industry Labs training.

