



Microsoft Cloud for Healthcare in a Day

Lab 06: Virtual Visits

Step-by-Step Lab

60 minutes

January 2022

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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

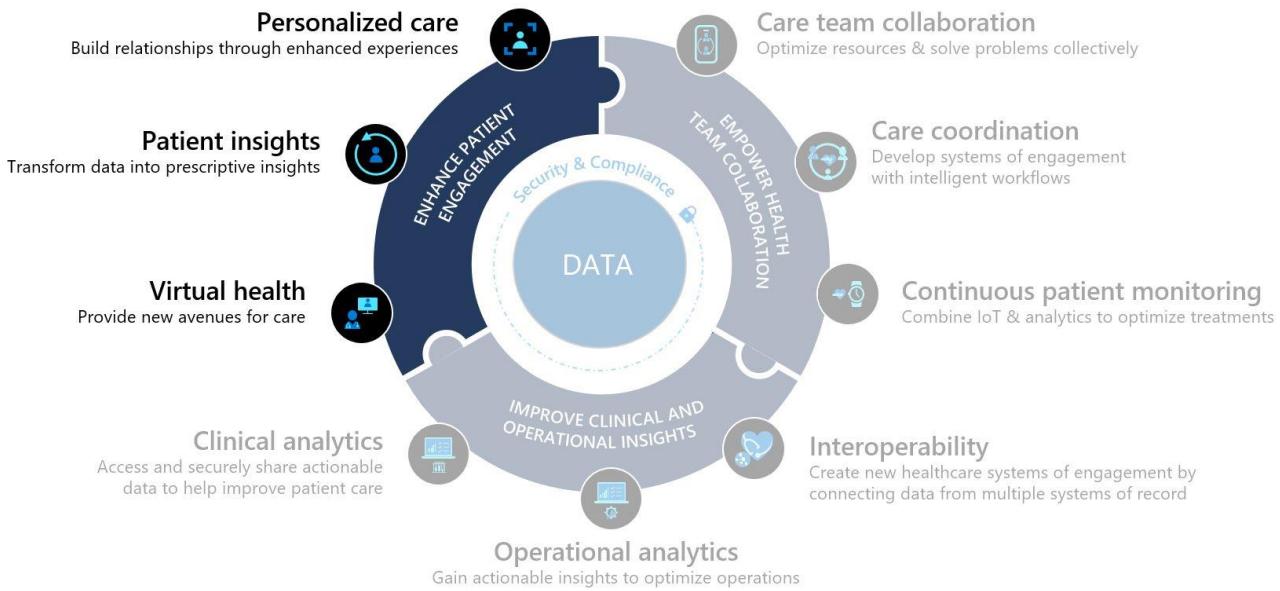
- None

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.

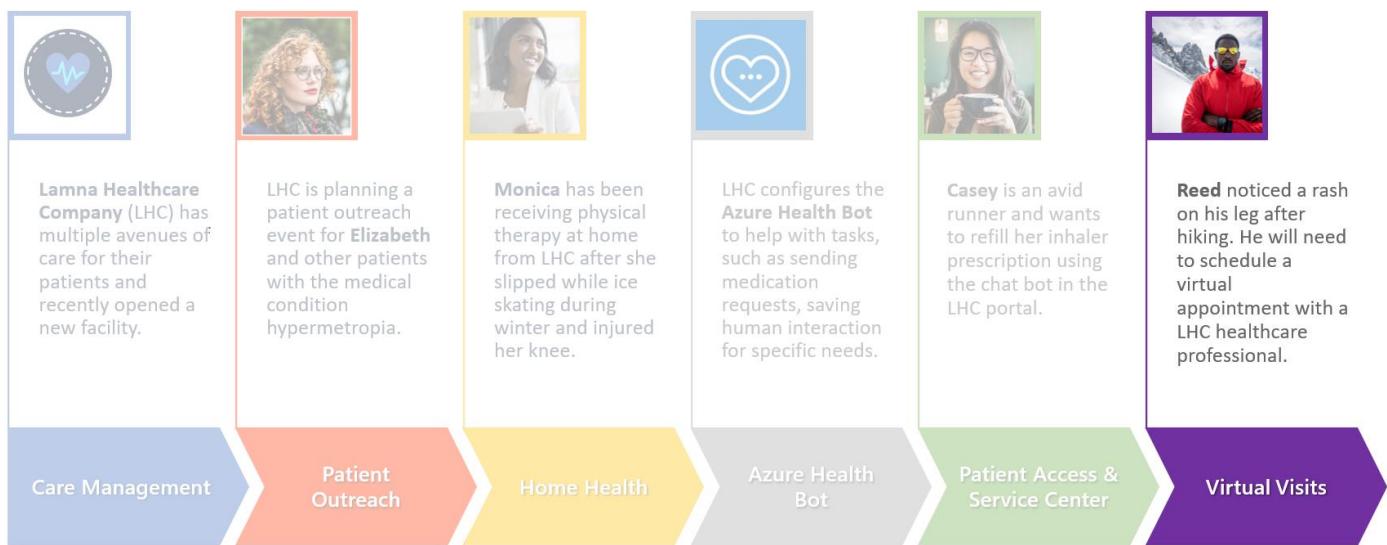
Industry Prioritized Scenarios

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.



Healthcare Story

This lab will focus on the healthcare story of Reed Flores.



After coming home from hiking, Reed noticed he had a new rash on his right leg. He decides to schedule a virtual appointment 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 Reed Flores by scheduling a virtual appointment with his practitioner, Alex Johnson. 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.

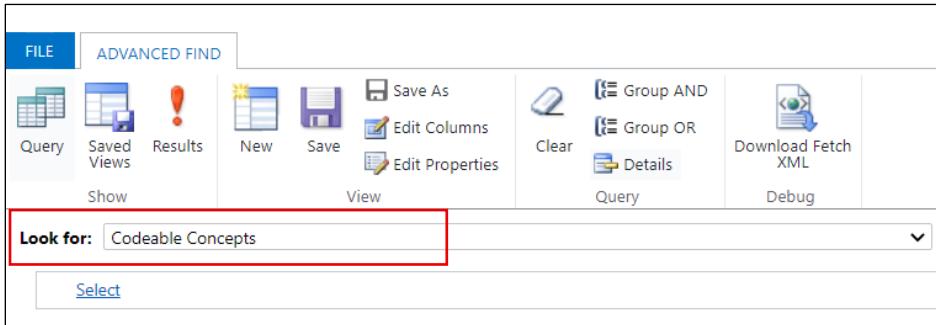
The screenshot shows the 'Instant virtual appointment' screen. On the left, there is a sidebar with navigation links: Home, Find a doctor, Messages, Appointments, Medical records, and Personal information. The 'Personal information' section is currently selected. At the top right, there are four buttons: Reason (highlighted with a blue border), Personal, Insurance, and Join. Below these buttons, the 'Select a reason' section is displayed. It contains a grid of six cards, each representing a different practitioner specialty:

- Pulmonary disease**: 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.
- Primary-care medicine**: The branch of primary-care medicine that provides comprehensive health care to people regardless of age or sex and emphasizes the family unit.
- Cardiovascular medicine**: 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.
- Gastroenterology**: Branch of medicine concerned with the structure, functions, diseases, and pathology of the stomach and intestine.
- Cancer medicine**: Branch of medicine concerned with the prevention, diagnosis, treatment, and study of cancer.
- Orthopedics**: Therapy for the preservation, enhancement, or restoration of movement and physical function impaired or threatened by disease, injury, or disability.

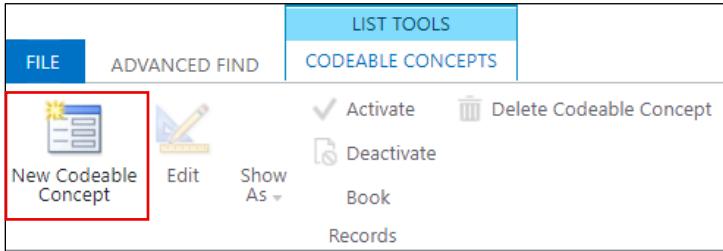
1. Go to <https://make.powerapps.com/>.
2. In the upper right-hand corner, click the **funnel icon** which will open **Advanced Find**.



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

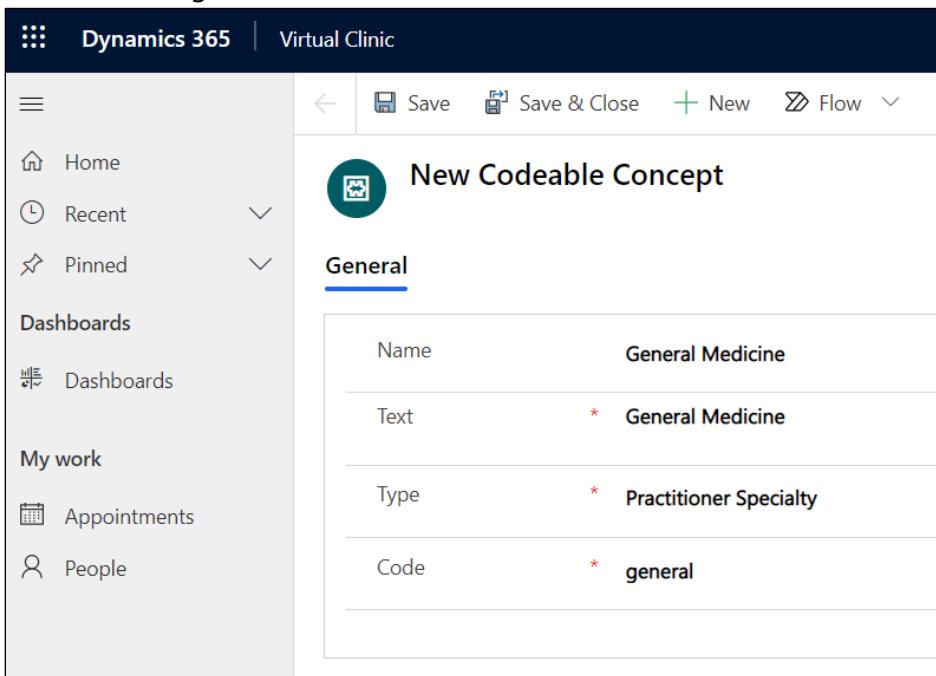


4. Click **New Codeable Concept**.



5. 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



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: 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 it to the record associated with our logged in user. This will allow our user to act as the practitioner in the virtual visit.

There are two different places the Teams meeting may be created:

- In the case of virtual appointments, the Teams meeting is created on the mapped user's calendar.
- In the case of instant virtual appointments, the Teams meeting is created on the Organizer (organizer email for virtual appointments) specified in the Admin settings.

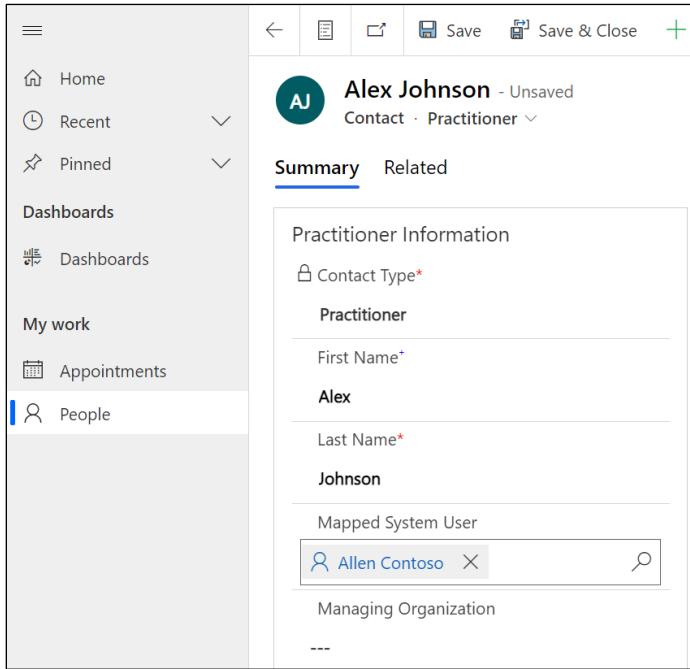
1. In Power Apps, select **Apps** and then open the **Virtual Clinic** application.

The screenshot shows the Microsoft Power Apps portal. On the left, there is a navigation bar with options like Home, Learn, Apps (which is selected and highlighted with a red box), Create, Dataverse, Flows, Chatbots, AI Builder, and Solutions. The main area displays a list of apps with columns for Name, Modified, Owner, and Type. The 'Virtual Clinic' app is listed and highlighted with a red box. Other apps include Lamma Healthcare Patient Portal, Healthcare Administration, FHIR Sync Agent Administration, Patient Outreach, Patient Service Center, Home Health, Care Team Member, Care Management, Virtual Clinic (selected), Omnidchannel admin center, Customer Service workspace, and Omnidchannel Administration.

2. Click **People**, change the view to **Active Practitioners**, and open the **Alex Johnson** record.

The screenshot shows the Dynamics 365 People view for the 'Virtual Clinic' application. On the left, there is a navigation bar with options like Home, Recent, Pinned, Dashboards, Appointments, and People (which is selected and highlighted with a red box). The main area displays a list of practitioners with columns for Full Name, Managing Organization, Email, Gender, Address 1, and Mobile Phone. The 'Active Practitioners' view is selected. The 'Alex Johnson' record is highlighted with a red box. Other practitioners listed include Abigail Jackson, Adrian King, Jamie Evans, Jasmine Miller, Logan Edwards, Riley Ramirez, and Tyler Stein.

3. Select **your logged in user** as the **Mapped System User**.



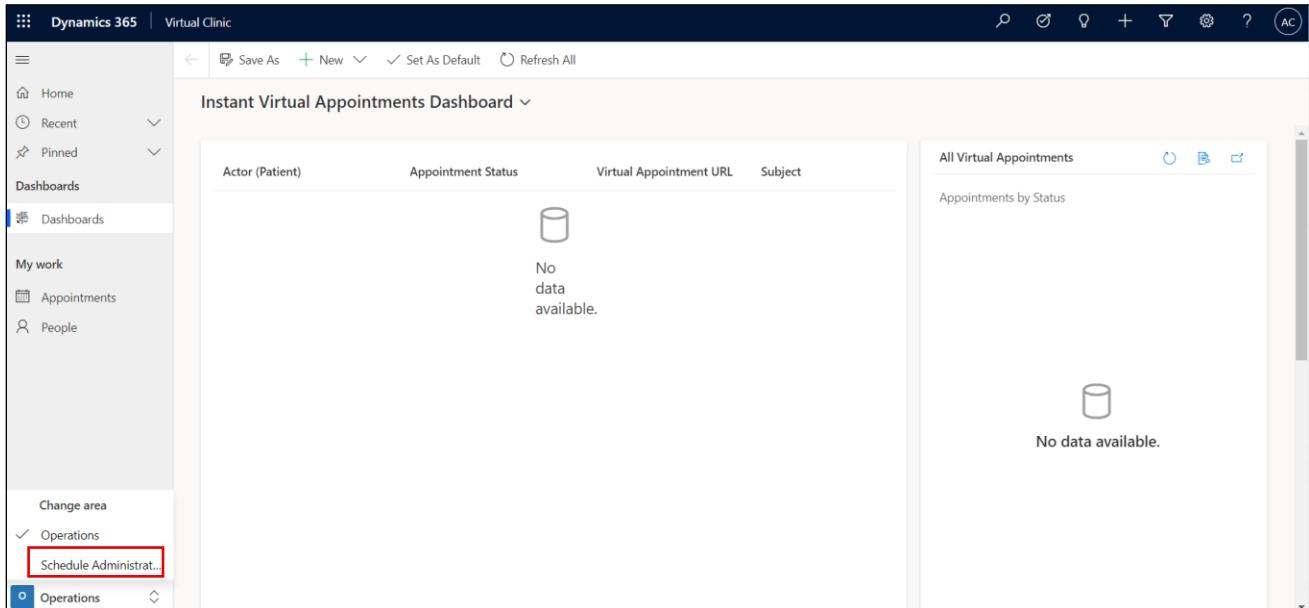
4. Click **Save & Close**.

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

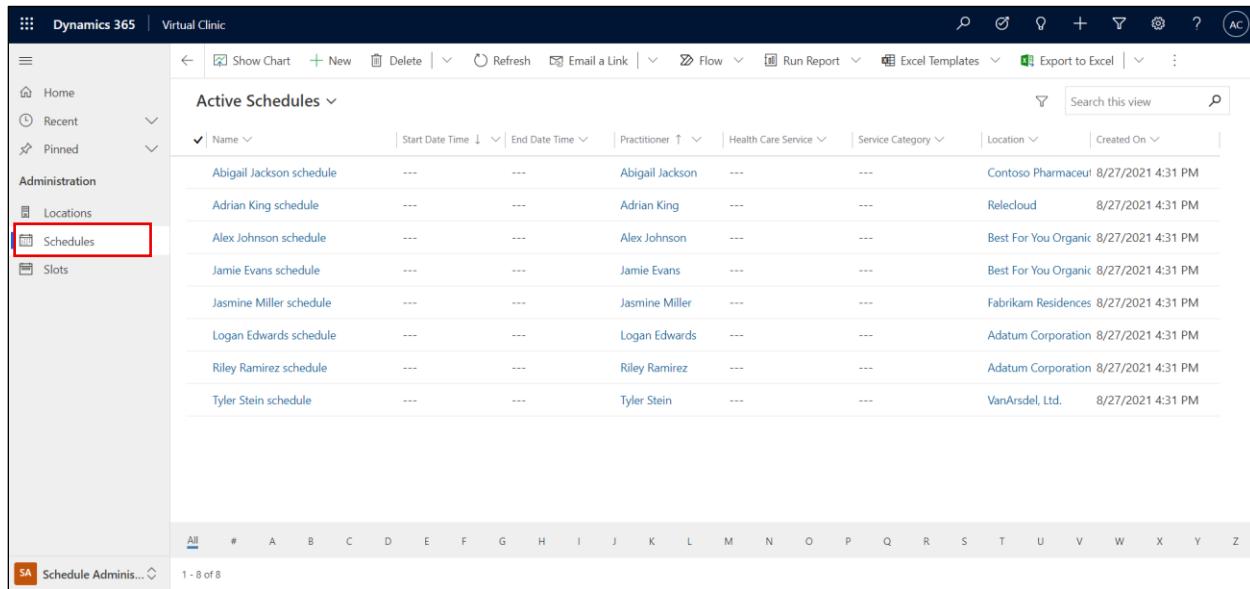
Task 3: Enable a Practitioner's Schedule

In this task, you will configure the practitioner's schedule to allow patients to book appointments with them using the Patient Portal. This will allow Reed to schedule an appointment with his practitioner, Alex Johnson.

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



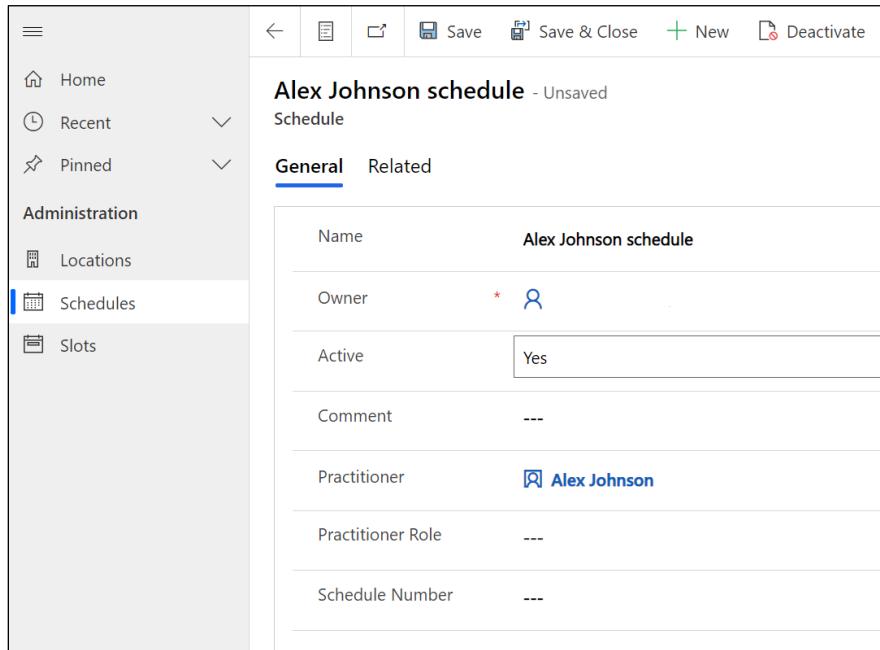
- On the sitemap, select **Schedules** and open the **Alex Johnson schedule** record.



The screenshot shows the Dynamics 365 interface with the 'Virtual Clinic' navigation bar at the top. On the left, the sitemap is visible with the 'Schedules' item highlighted by a red box. The main area displays a grid titled 'Active Schedules' with columns for Name, Start Date Time, End Date Time, Practitioner, Health Care Service, Service Category, Location, and Created On. The data includes entries for Abigail Jackson, Adrian King, Alex Johnson, Jamie Evans, Jasmine Miller, Logan Edwards, Riley Ramirez, and Tyler Stein, each associated with a specific service provider, location, and creation date.

Name	Start Date Time	End Date Time	Practitioner	Health Care Service	Service Category	Location	Created On
Abigail Jackson schedule	---	---	Abigail Jackson	---	---	Contoso Pharmaceut	8/27/2021 4:31 PM
Adrian King schedule	---	---	Adrian King	---	---	Relecloud	8/27/2021 4:31 PM
Alex Johnson schedule	---	---	Alex Johnson	---	---	Best For You Organic	8/27/2021 4:31 PM
Jamie Evans schedule	---	---	Jamie Evans	---	---	Best For You Organic	8/27/2021 4:31 PM
Jasmine Miller schedule	---	---	Jasmine Miller	---	---	Fabrikam Residences	8/27/2021 4:31 PM
Logan Edwards schedule	---	---	Logan Edwards	---	---	Adatum Corporation	8/27/2021 4:31 PM
Riley Ramirez schedule	---	---	Riley Ramirez	---	---	Adatum Corporation	8/27/2021 4:31 PM
Tyler Stein schedule	---	---	Tyler Stein	---	---	VanArnsdel, Ltd.	8/27/2021 4:31 PM

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



The screenshot shows the 'Alex Johnson schedule' record in edit mode. The left sidebar shows the sitemap with 'Schedules' selected. The main area has a title 'Alex Johnson schedule - Unsaved' and a 'Schedule' section. The 'General' tab is active, showing fields for Name (set to 'Alex Johnson schedule'), Owner (set to a user icon), Active (set to 'Yes'), Comment (empty), Practitioner (set to 'Alex Johnson'), Practitioner Role (empty), and Schedule Number (empty).

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

Task 4: 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 practitioner, Alex Johnson, 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**.

The screenshot shows the Dynamics 365 Virtual Clinic interface. The left sidebar has sections for Home, Recent, Pinned, Administration (Locations, Schedules, Slots), and Slots (which is selected and highlighted with a red box). The main area is titled 'Active Slots' and displays a grid of appointment slots. Each row includes columns for Name, Start, End, Specialty, Service Type, Service Category, Schedule, Appointment, and Status. Most slots are listed as 'Auto Slot' entries with various names and dates/times. Some slots are associated with specific practitioners like Jamie Evans, Jasmine Miller, Tyler Stein, and Riley Ramirez. The status column shows most slots as 'Free'. At the bottom of the grid, there are navigation links for All, #, A through Z, and page numbers (1 - 50 of 893).

2. Fill in the following record details and click **Save & Close**.

- Name:** Alex Johnson Slot
- Start:** Today, at a later time
- End:** Today, an hour after the Start
- Schedule:** Alex Johnson schedule
- Status:** Free
- isVirtual:** Yes
- Specialty:** General Medicine (the practitioner specialty record you created)
- Service Category:** General Medicine (same as specialty)

The screenshot shows the 'New Slot' form in Dynamics 365. The top header says 'New Slot - Unsaved' and 'Allen Contoso Owner'. The left side has a 'General' tab selected, showing fields for Name (Alex Johnson Slot), Start (11/4/2021, 4:00 PM), End (11/4/2021, 5:00 PM), Schedule (Alex Johnson schedule), Status (Free), and isVirtual (Yes). The right side shows additional settings: Specialty (General Medicine), Service Type (---), Service Category (General Medicine), Appointment (---), AppointmentType (---), and Overbooked (No). There is also a search bar next to the Service Category field.

Congratulations! You have created a new virtual slot for Reed to book with his practitioner, Alex Johnson.

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 <https://make.powerapps.com/>
2. Go to **Apps** and click on **See environment variables**.

The screenshot shows the Microsoft Power Apps environment. On the left, there's a navigation bar with options like Home, Learn, Apps (which is selected), Create, Dataverse, Flows, Chatbots, AI Builder, and Solutions. The main area is titled 'Apps' and shows a list of apps: Lamna Healthcare Patient Portal, Healthcare Administration, FHIR Sync Agent Administration, and Patient Outreach. A red box highlights a message at the top of the app list: '⚠️ 10 environment variables need to be updated. 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.

The screenshot shows the 'Environment variables' configuration page. It includes fields for 'Virtual Appointment URL Domain' (with placeholder 'Enter text') and 'Entity Updater Service Bus URI' (with placeholder 'Enter text'). Below these, two fields are highlighted with a red box: 'Virtual Visit Secret' (with placeholder 'Enter text') and 'Virtual Visit Client ID' (with placeholder 'Enter text'). The 'Virtual Visit Secret' field has a descriptive note: '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.' The 'Virtual Visit Client ID' field has a descriptive note: 'The client ID used to authenticate against the Microsoft Graph API. This identity is used to generate the actual virtual visit.' At the bottom are 'Save and close' and 'Cancel' buttons.

4. **Copy and paste** the following variables:
 - Virtual Visit Secret:** aJm7Q~y_bSlwV0z~pQ0NZ3-zllmhNKJbPzPfa
 - 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
 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 URL 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.

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

6. Click **Save and close**.

Save and close **Cancel**

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.

1. Navigate to <https://make.powerapps.com/>.
2. Click **Solutions** and then click **+ New Solution**.

The screenshot shows the Power Apps interface with the 'Solutions' section selected. A red box highlights the '+ New solution' button in the top navigation bar. Below it, a message says '8 environment variables need to be updated. See environment variables'. The main table lists several solutions, each with a '... More' button, 'Name', 'Created', and 'Version' column. The first solution listed is 'Healthcare - Patient Access Portal Sample Data'.

Display name	Name	Created ↓	Version
Healthcare - Patient Access Portal Sample Data	HealthcarePatientAc...	8/27/2021	2.1.3.1
Healthcare - Home Health Sample Data	HealthcareHomeHea...	8/27/2021	2.1.3.1
Healthcare - Codeable Concepts Sample Data	HealthcareCodeable...	8/27/2021	2.1.3.1
Healthcare - Patient Outreach Sample Data	HealthcarePatientOu...	8/27/2021	2.1.3.10
Healthcare - Patient Access Portal	HealthcarePatientAc...	8/27/2021	2.1.3.1
Healthcare - Patient Access Anchor	HealthcarePatientAc...	8/27/2021	2.1.3.1

3. Name the solution "LaminaHealthcare", choose the **Default Publisher** and click **Create**.

The screenshot shows the 'New solution' dialog box. It has fields for 'Display name *' (LaminaHealthcare), 'Name *' (LaminaHealthcare), 'Publisher *' (CDS Default Publisher (Cr018ae)), 'Version *' (1.0.0.0), and a 'More options' dropdown. At the bottom are 'Create' and 'Cancel' buttons. A red box highlights the 'Create' button.

4. Select the new **LamnaHealthcare** solution and click **Edit**.

The screenshot shows the 'Solutions' blade in the Microsoft Power Platform. At the top, there's a toolbar with options like 'New solution', 'Edit', 'Delete', 'Export', 'Solution checker', 'Show dependencies', and more. A red banner at the top indicates '10 environment variables need to be updated. See environment variables'. Below the banner, the 'Solutions' section lists one item:

Display name	Name	Created
LamnaHealthcare	LamnaHealthcare	11/11/2021

5. Click **+ Add existing** and select **Cloud flow** under Automation.

The screenshot shows the 'Add existing' menu. Under the 'Automation' category, the 'Cloud flow' option is highlighted.

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

The screenshot shows the 'Add existing cloud flows' dialog. It displays a list of available cloud flows, with one specifically selected:

Display name	Modified	Managed externally?	Status
BookedHomeVisitNotification_Traveling v2	1 mo ago	🔓	Off
BookingCompletion_CloseWorkOrder v2	1 mo ago	🔓	Off
CF -> Cancel Teams Meeting	1 mo ago	🔓	On
CF -> Schedule Teams Meeting for instant and virtual...	1 mo ago	🔓	Off
CF -> Send email for appointment	1 mo ago	🔓	On

At the bottom left, there are 'Add' and 'Cancel' buttons.

7. Select the Cloud flow. Navigate to **Details in a new tab** on the command bar to open Power Automate.

The screenshot shows the Microsoft Power Automate command bar. The 'Details in a new tab' option is highlighted with a red box. Below the command bar, a list of flows is displayed. One flow is selected, showing its details: Name: CF -> Schedule Teams Meeting for instant and..., Type: Cloud Flow, Status: Off, Last Modified: 1 month ago, Owner: Allen Contoso.

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

The screenshot shows the 'Edit' screen for a flow named 'CF -> Schedule Teams Meeting for instant and virtual, update record with url and status to booked'. The 'Connection References' section is visible, showing two entries: 'Microsoft Dataverse' and 'Office 365 Users'. The 'Edit' button next to the 'Microsoft Dataverse' entry is highlighted with a red box.

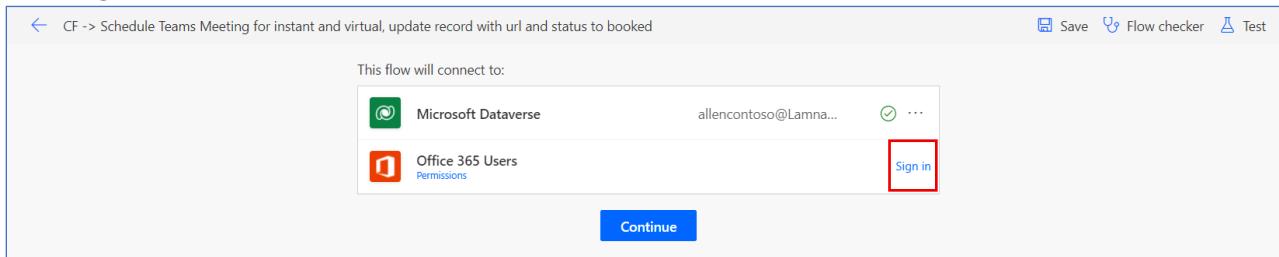
9. Click **Edit**.

The screenshot shows the 'Edit' screen for the flow's owners. The 'Edit' button in the top right corner of the 'Owners' section is highlighted with a red box. The section displays the owner 'Allen Contoso' with their email address.

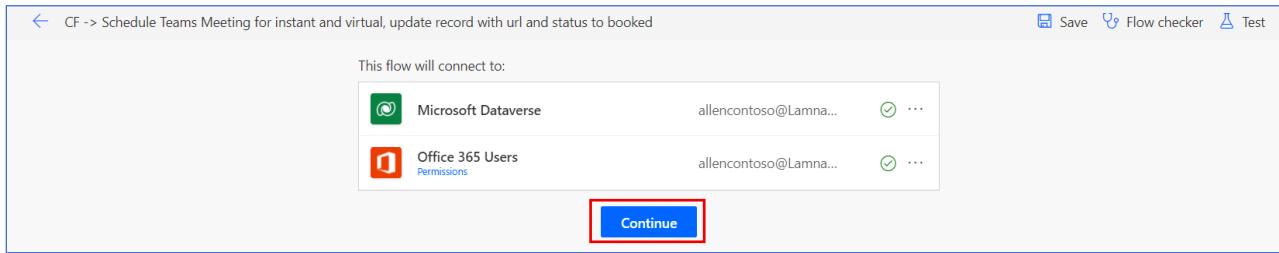
10. Click **Sign in** for Microsoft Dataverse to create the Connection Reference.

The screenshot shows the Microsoft Dataverse connection sign-in screen. It displays two options: 'Microsoft Dataverse' and 'Office 365 Users'. The 'Sign in' button next to the 'Microsoft Dataverse' entry is highlighted with a red box. A 'Continue' button is at the bottom of the screen.

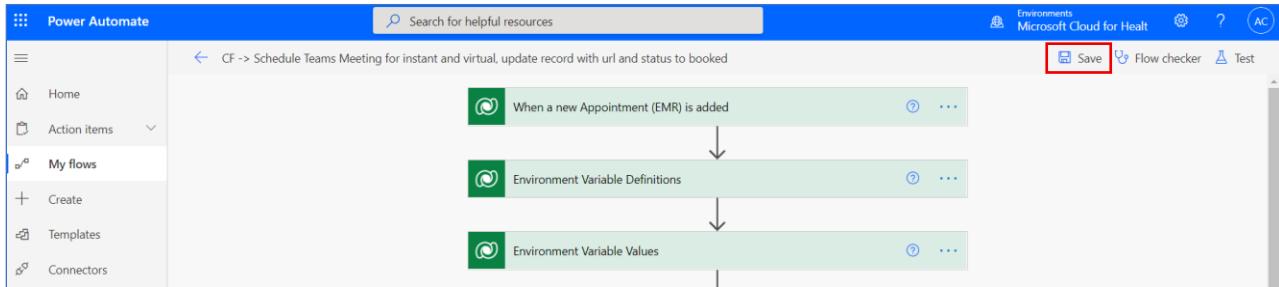
11. Click **Sign in** for Office 365 Users to create the Connection Reference.



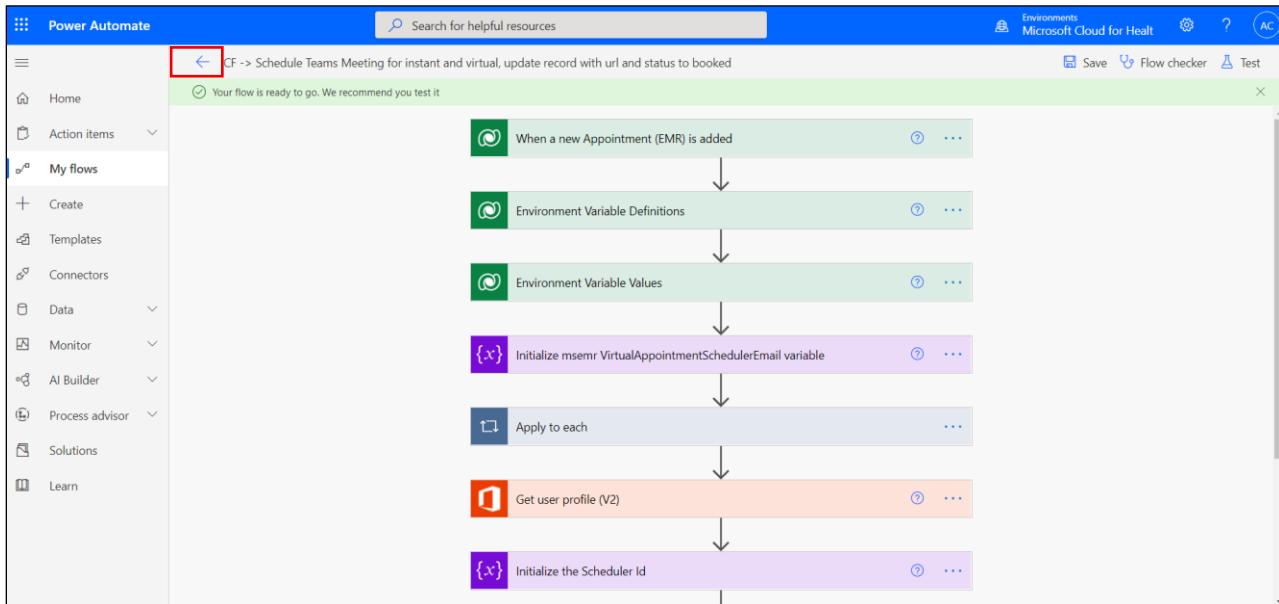
12. Click **Continue**



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



14. Click the **Back arrow** to return to the flow's main page. Ensure it has completed saving first.



15. Click **Turn on** to turn on the flow.

The screenshot shows the Power Automate interface. On the left, there's a sidebar with options like Home, Action items, My flows, Create, Templates, Connectors, Data, Monitor, AI Builder, Process advisor, Solutions, and Learn. The main area is titled 'Flows > CF -> Schedule Teams Meeting for instant and virtual, update record with url and status to booked'. This section has tabs for 'Details', 'Connection References', and 'Owners'. The 'Details' tab shows the flow's name, status (Off), owner (Allen Contoso), created date (Nov 16, 05:26 PM), modified date (Jan 7, 08:06 PM), type (Automated), and plan (Per-user plan). The 'Connection References' tab lists Microsoft Dataverse and Office 365 Users with their respective connection details and email addresses. The 'Owners' tab shows Allen Contoso as the owner. At the top right, there are buttons for Edit, Turn on (which is highlighted with a red box), Repair tips off, Flow checker, and Help.

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.

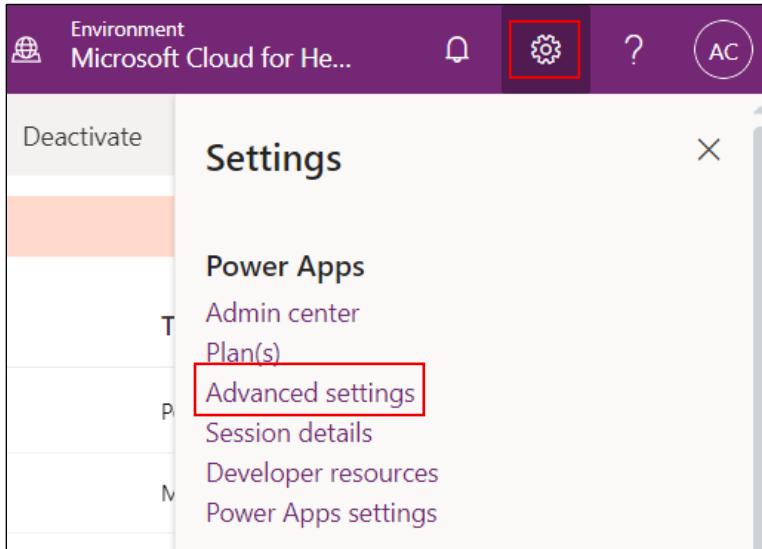
Additionally, your care team can use Microsoft Teams internally to do the following:

- 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.

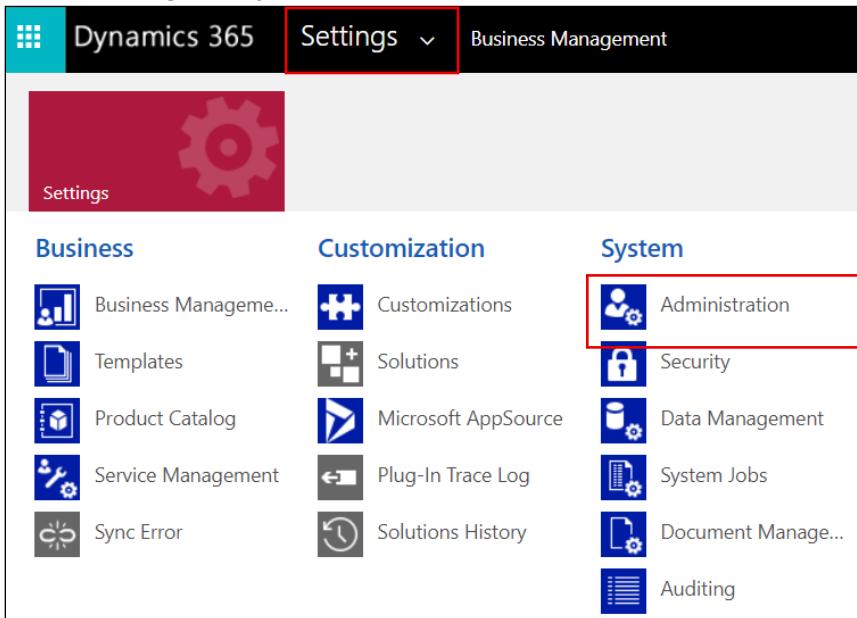
1. Go to <https://make.powerapps.com/>.
2. Select the **gear** in the upper right-hand corner and then select **Advanced Settings**.



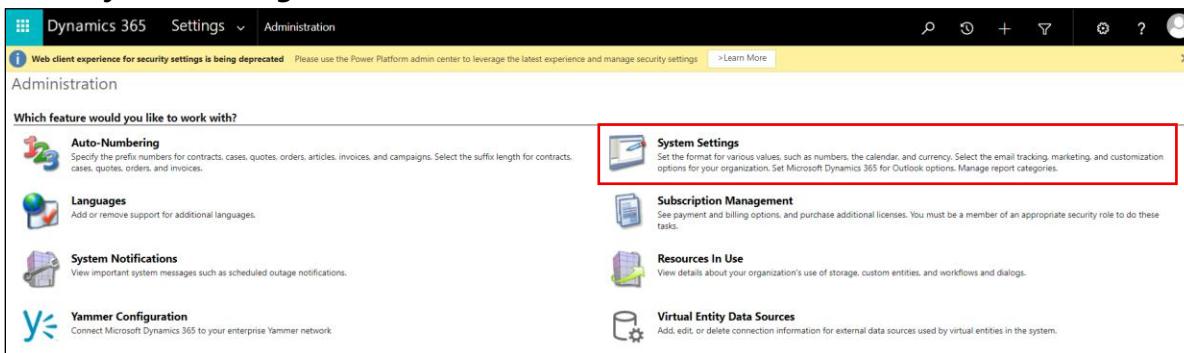
3. You will be landed in Dynamics 365 Business Management section.

A screenshot of the Dynamics 365 Business Management section. The top navigation bar includes a grid icon, 'Dynamics 365', 'Settings' (with a dropdown arrow), and 'Business Management'. The main content area is titled 'Business Management' and contains a heading 'Which feature would you like to work with?'. It lists three items: 'Fiscal Year Settings' (with a calendar icon), 'Business Closures' (with a document icon), and 'Queues' (with a document icon). Each item has a brief description below it.

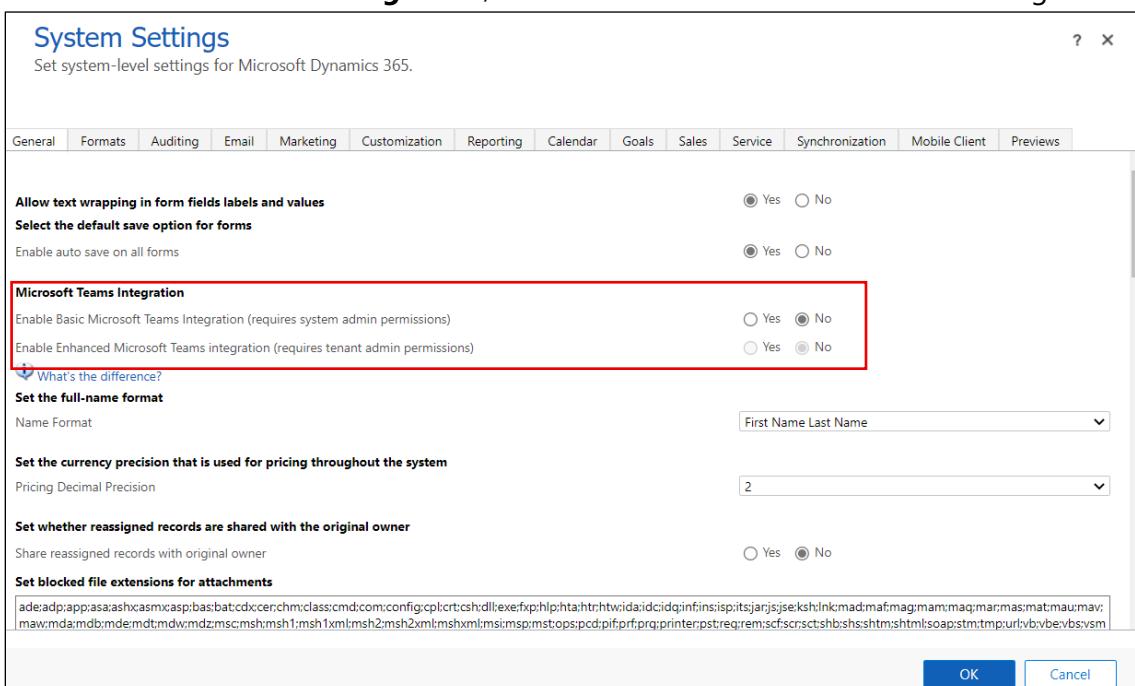
4. Go to **Settings** → **System** → **Administration**.



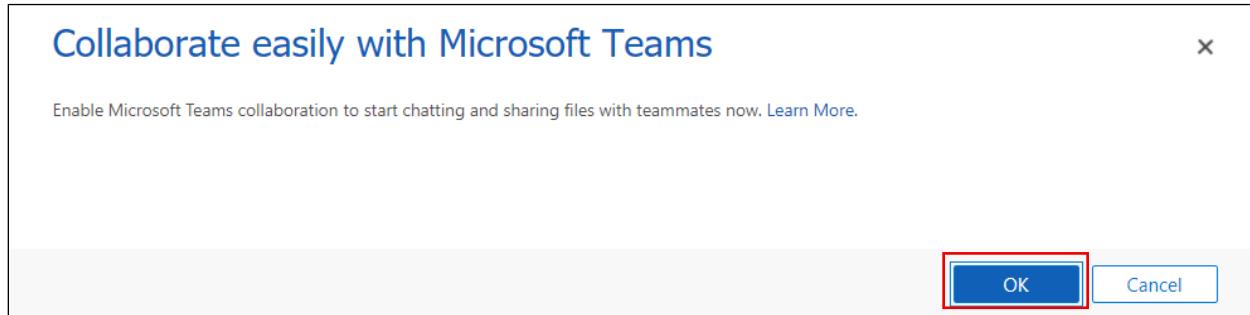
5. Select **System Settings**.



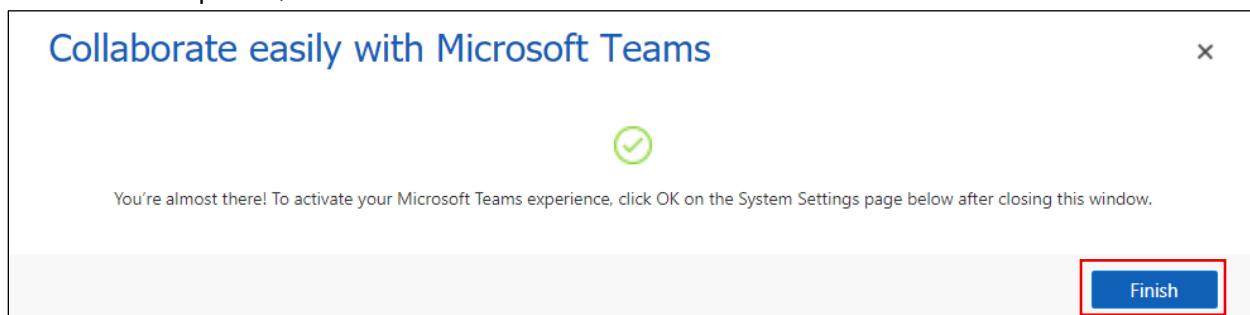
6. Under **Microsoft Teams Integration**, switch Enable **Basic Microsoft Teams Integration** to **Yes**.



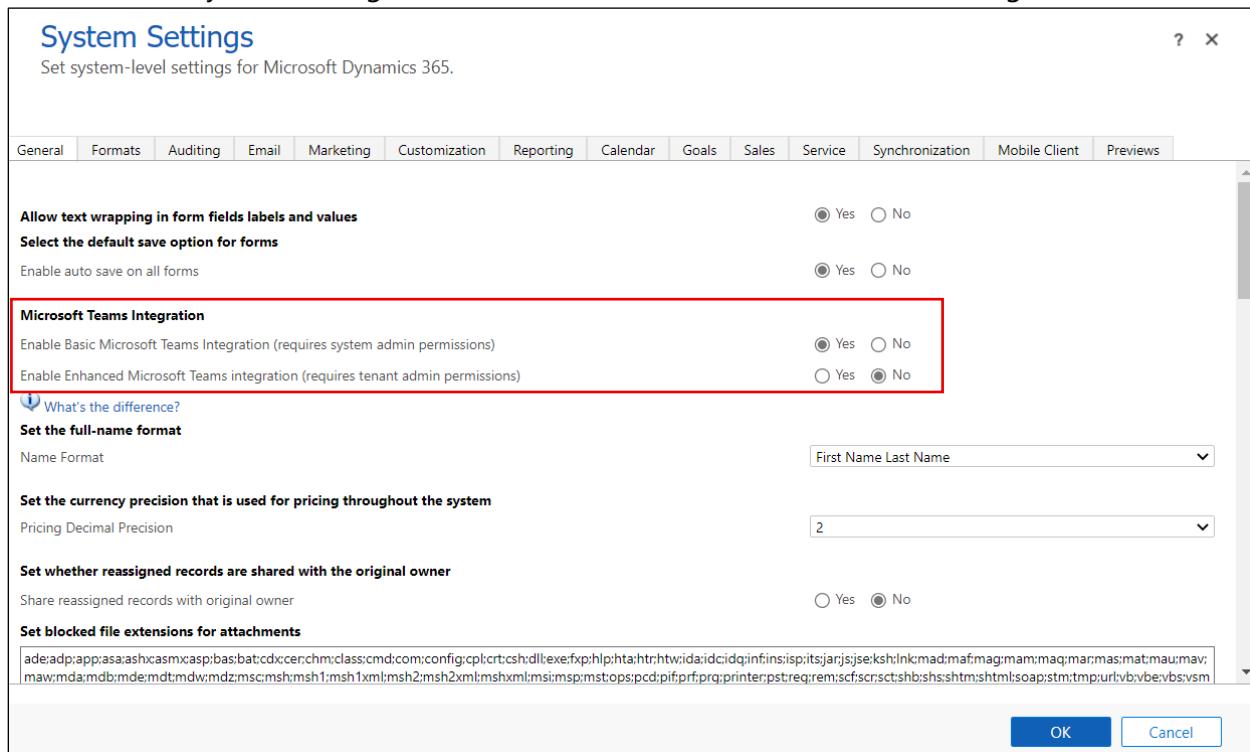
7. When the pop-up opens to verify the change, click **OK**. This will take several minutes to configure.



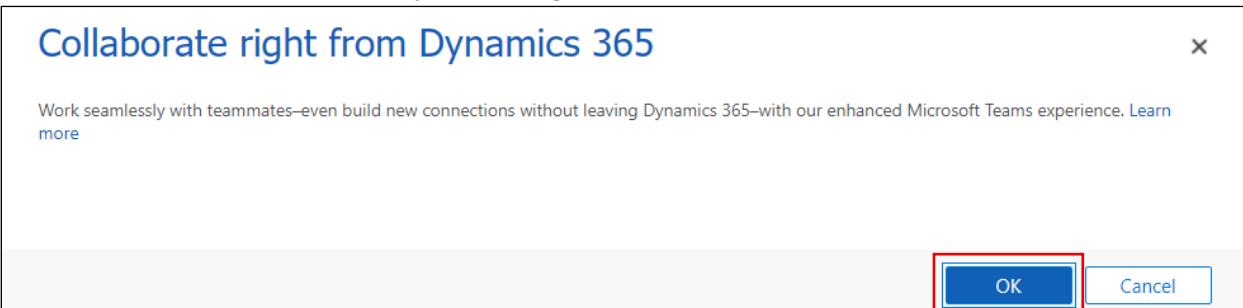
8. When it is completed, click **Finish**.



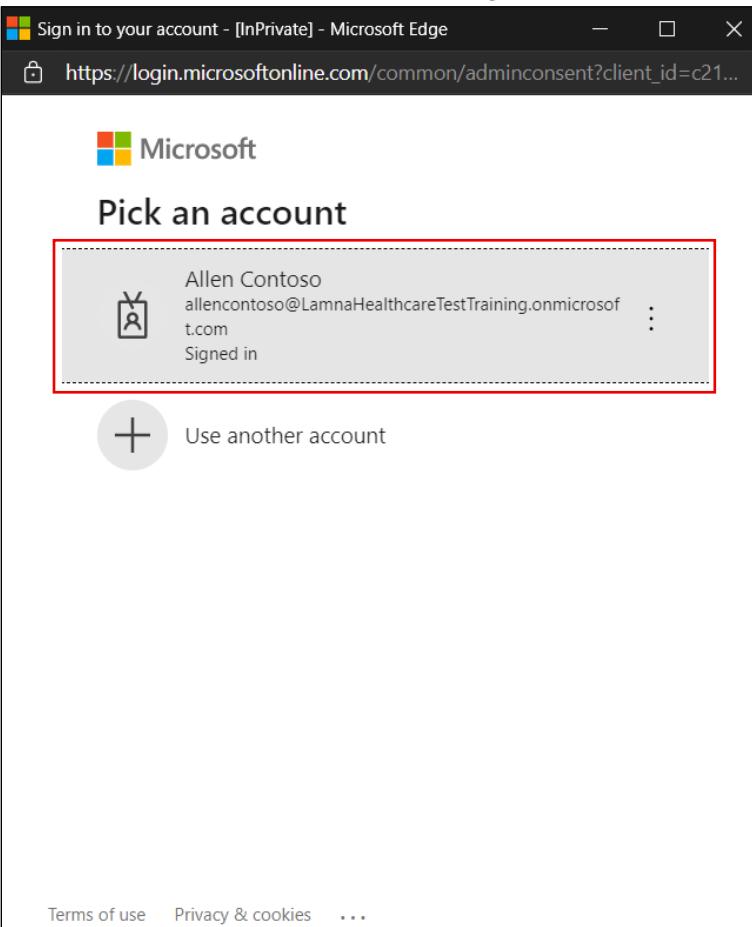
9. Once back on System Settings, switch Enable **Enhanced** Microsoft Teams integration to **Yes**.



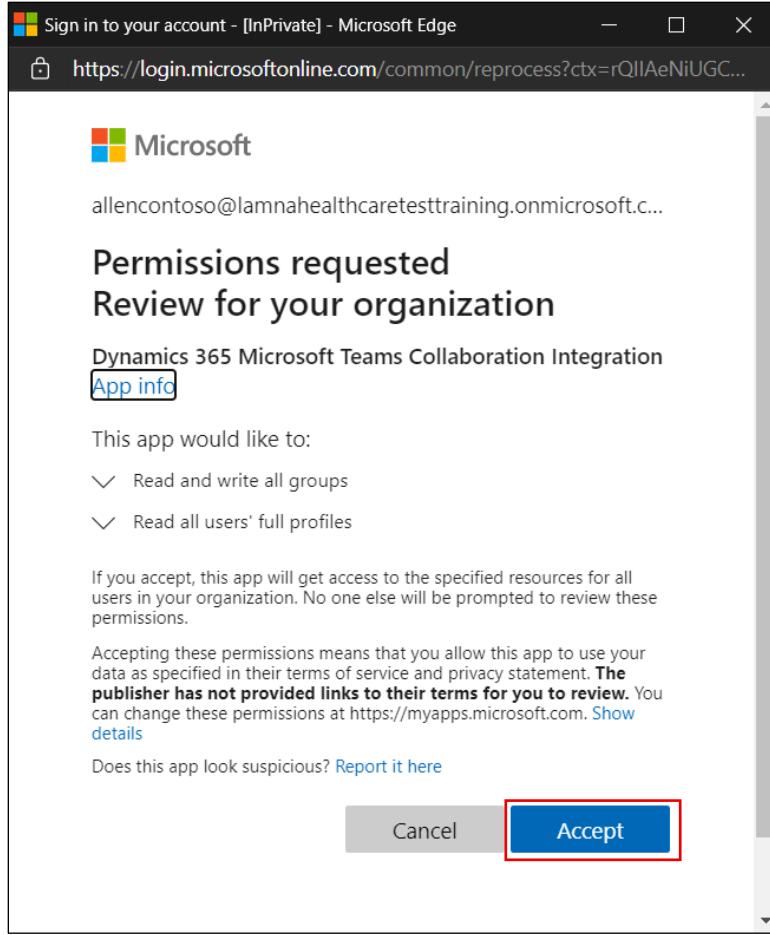
10. When the pop-up opens to verify the change, click **OK**.



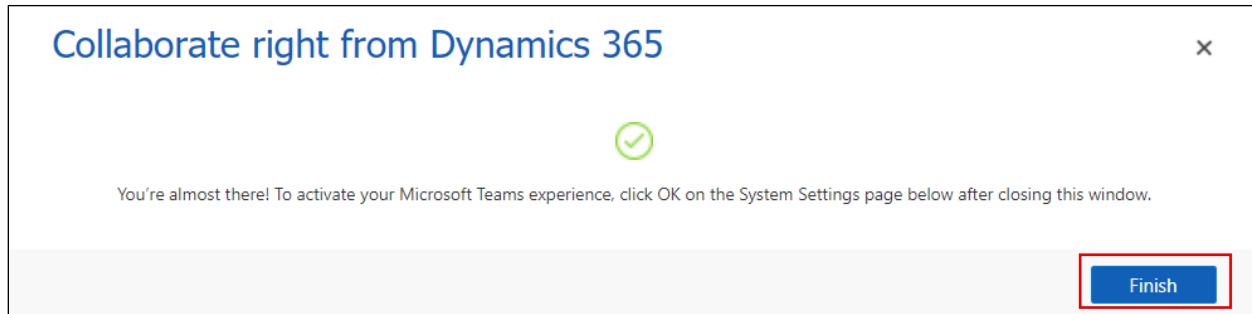
11. Another pop-up window will open to grant permissions. Select the user you are signed in as currently.



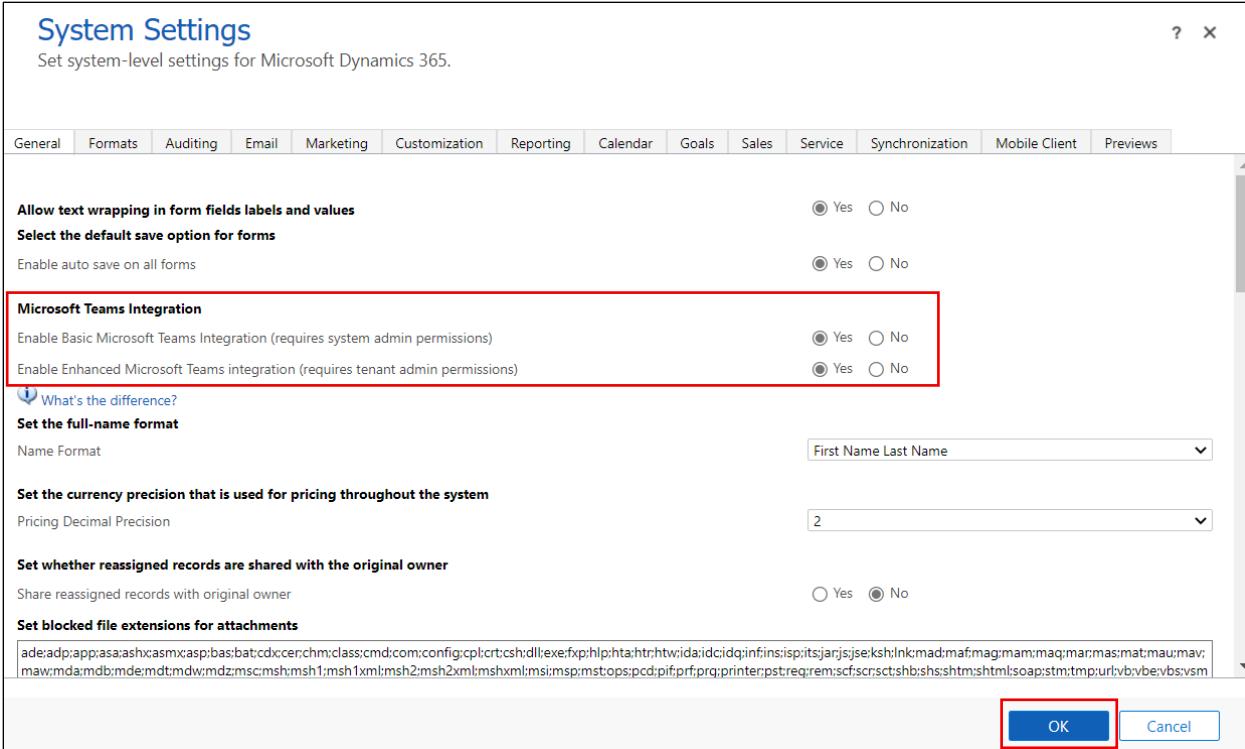
12. Click **Accept** for requested permissions. It may take several minutes to configure. Ensure you do not have pop ups blocked that may interfere with the communication. If so, turn off blockers for this website, cancel and try connecting again.



13. Click **Finish**.



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

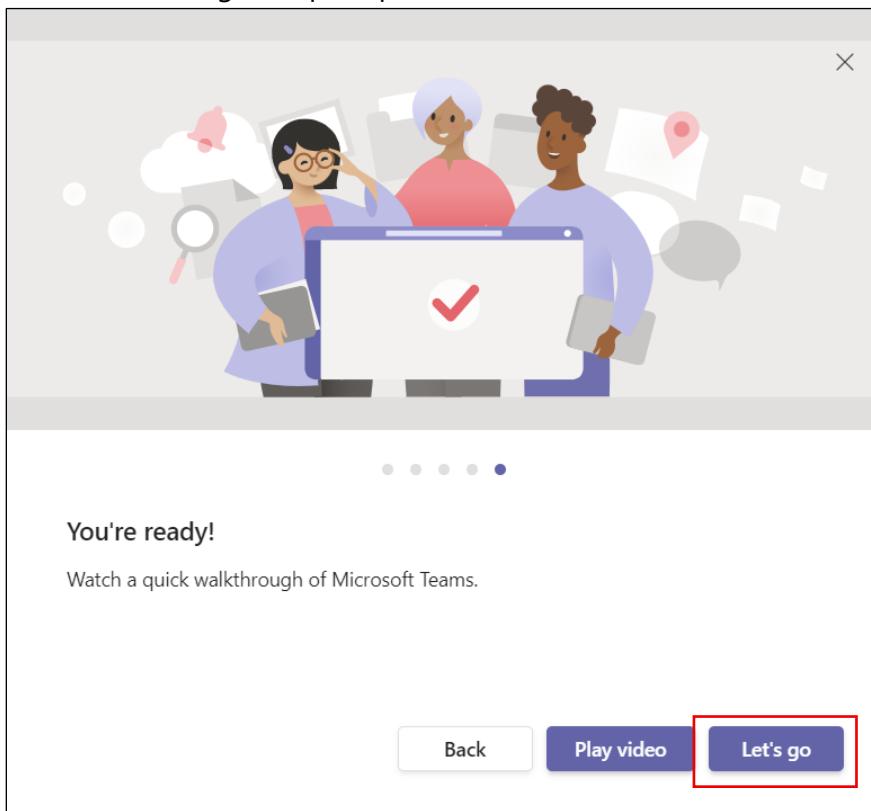


Congratulations! You have enabled Microsoft Teams integration for Dynamics 365.

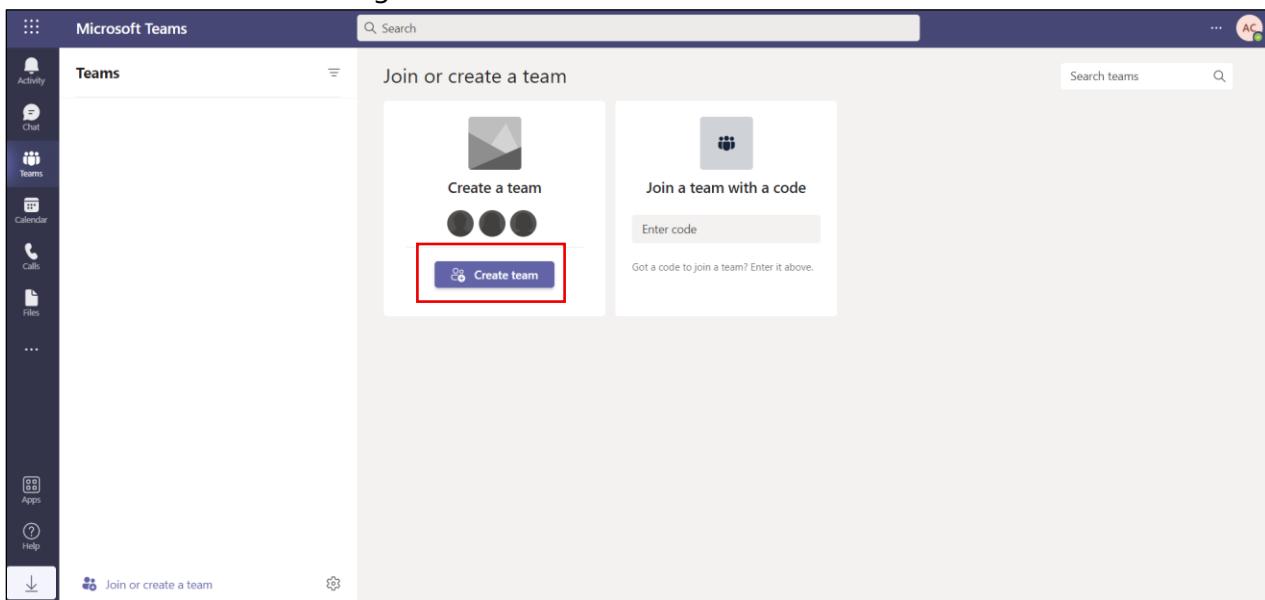
Task 2: Embed Virtual Clinic App in Microsoft Teams

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. Select **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 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. Select **Public**.

What kind of team will this be?

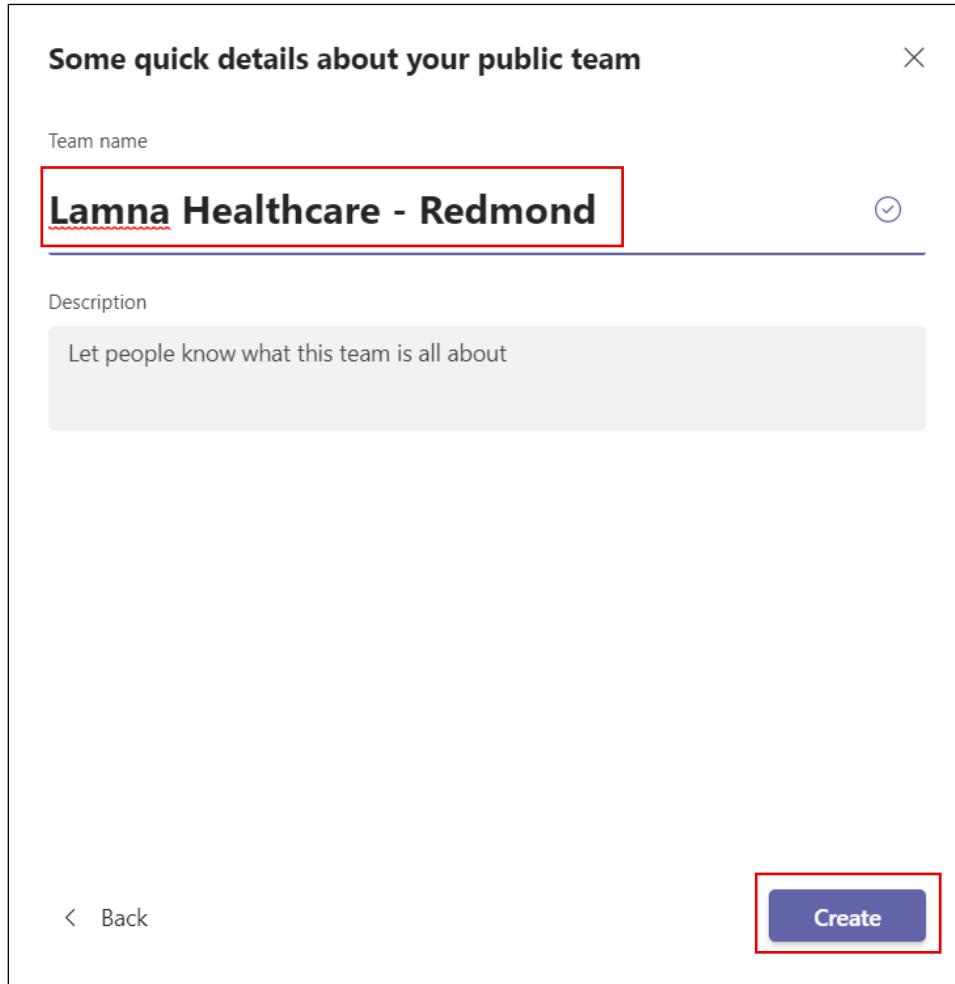
Private
People need permission to join

Public
Anyone in your org can join

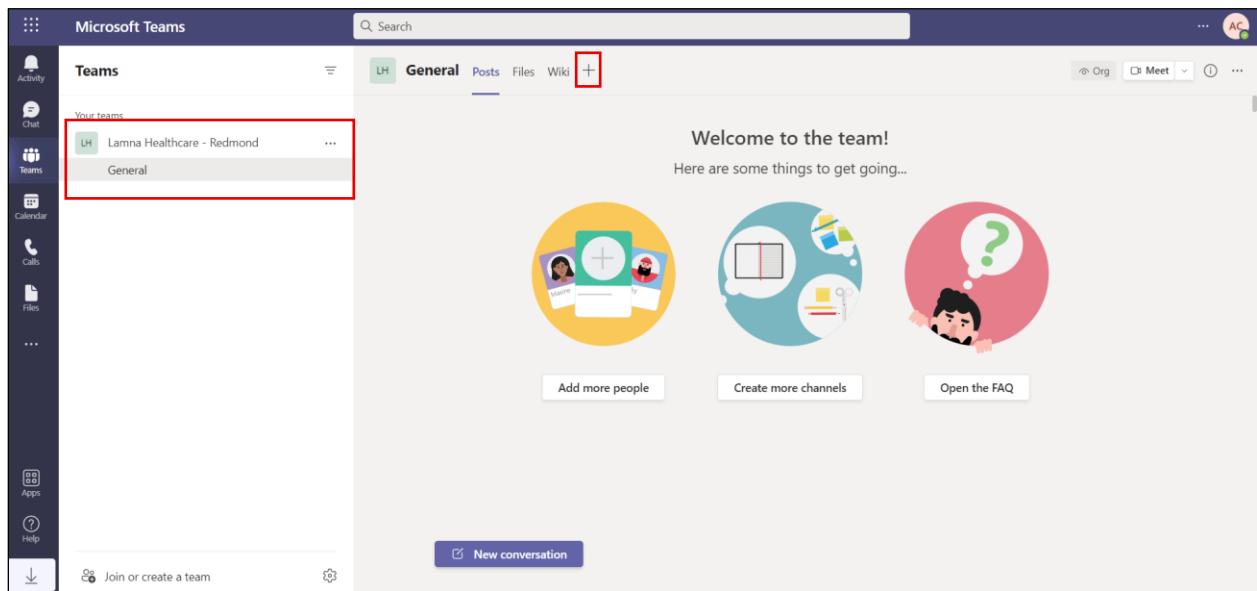
Org-wide
Everyone in your organization automatically joins

< Back

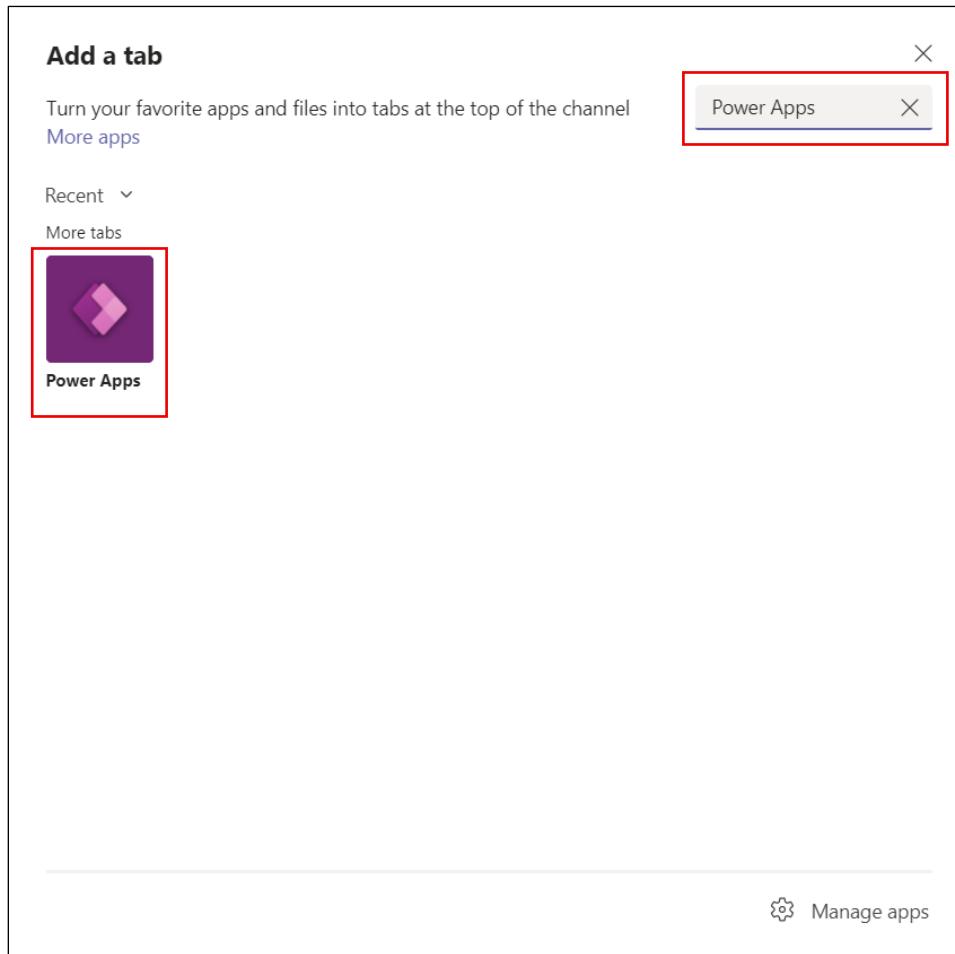
6. Name the Team "**Lamna Healthcare – Redmond**" and click **Create**. You may skip add members step.



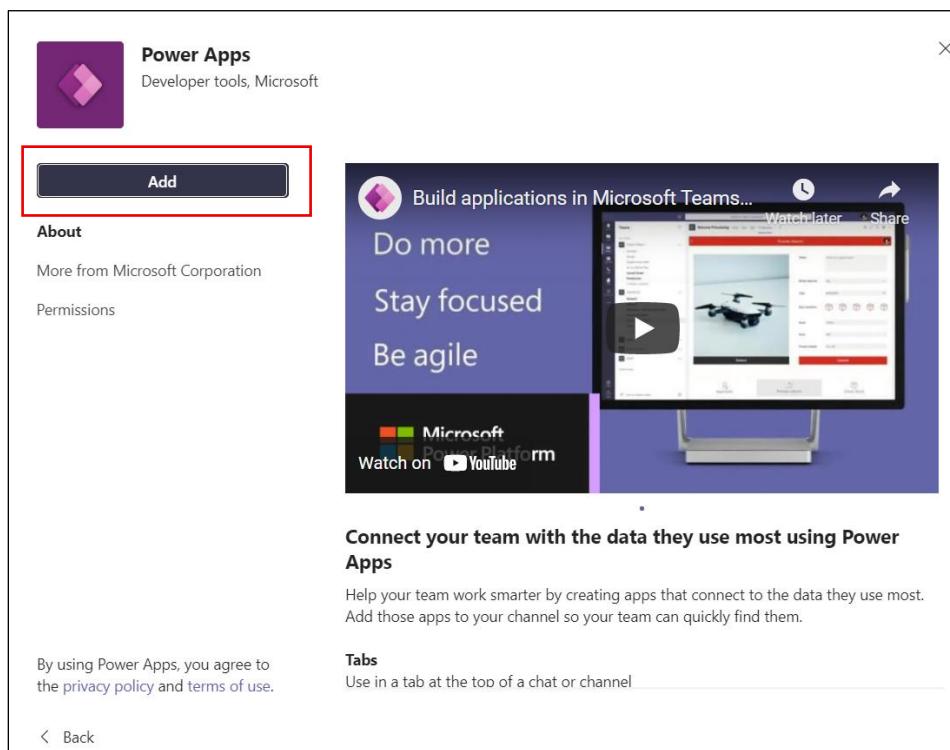
7. Once the Team is created and the **General channel** selected, click the **+** button to add a tab



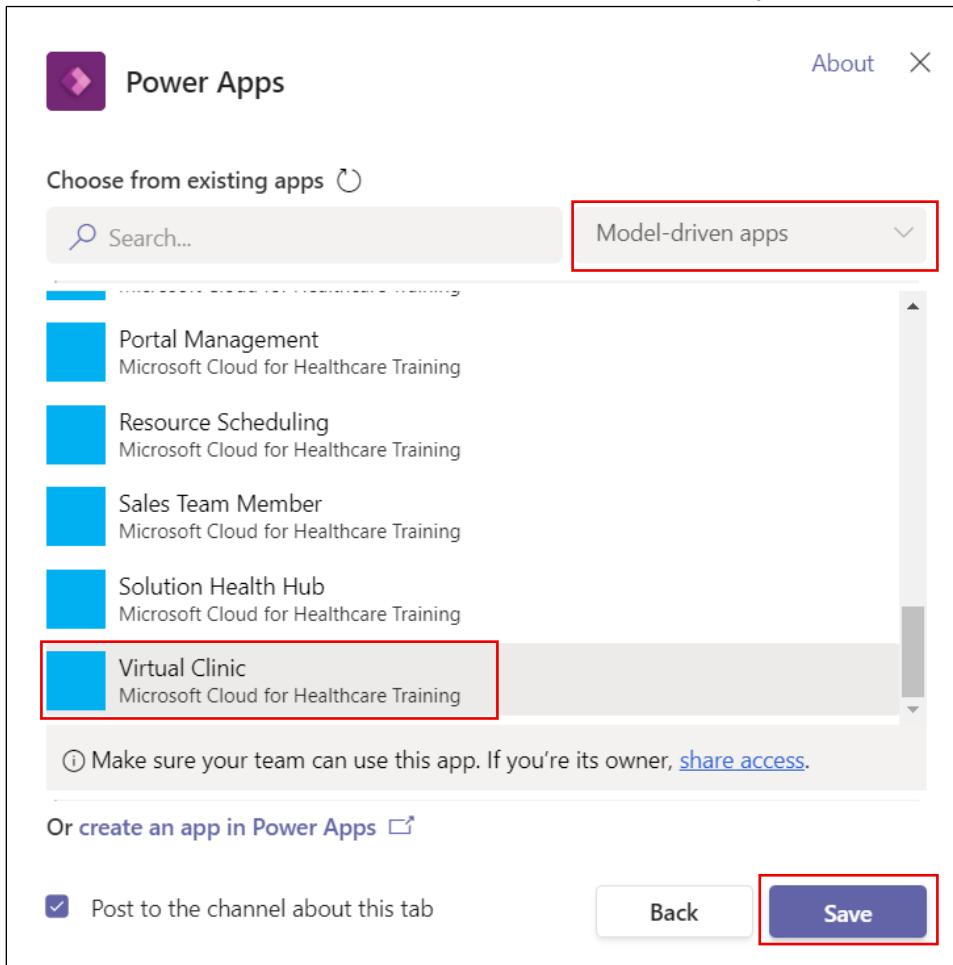
8. Search for "Power Apps" and select **Power Apps**



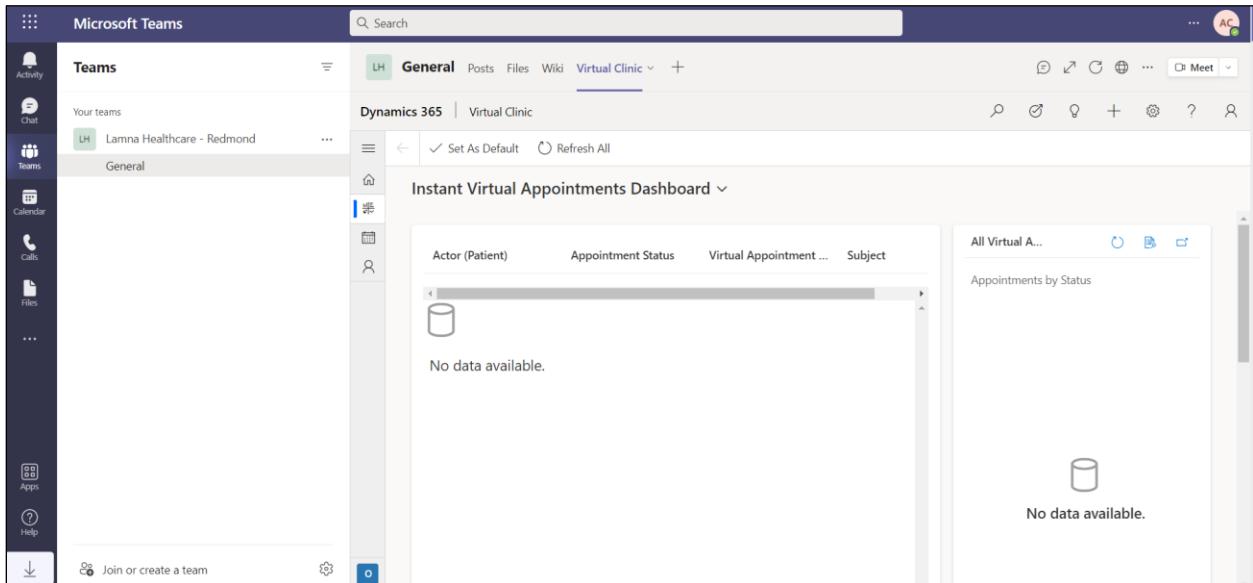
9. Click **Add**



10. Select **Model-driven apps** from the dropdown menu, then scroll down and select **Virtual Clinic** and click **Save**. Ensure to select the app that is associated with your environment.



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 Reed Flores and his practitioner, Alex Johnson.

Task 1: Schedule an Instant Virtual Appointment

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

1. Go to <https://make.powerapps.com/>
2. First, we must create an account in the patient portal for Reed Flores like we did for Casey Jensen in Lab 05: Patient Access & Service Center. Go to Apps and open Healthcare Administration.

The screenshot shows the 'Apps' screen in Microsoft Power Apps. At the top, there are two tabs: 'Apps' (which is selected) and 'Component libraries (preview)'. Below the tabs, a message says '⚠️ 10 environment variables need to be updated. See environment variables'. The main area displays a list of apps with columns for 'Name' and 'Modified'. The 'Healthcare Administration' app is selected, indicated by a purple checkmark icon next to its name. Other apps listed include 'Lamna Healthcare Patient Portal', 'FHIR Sync Agent Administration', and 'Care Team Member'. All apps were modified 5 days ago except for the patient portal which was modified 2 hours ago.

Name	Modified
Lamna Healthcare Patient Portal	2 h ago
FHIR Sync Agent Administration	5 d ago
Healthcare Administration	5 d ago
Care Team Member	5 d ago

3. Open Reed Flores' record and select **Create Invitation** on the command bar.

The screenshot shows the Microsoft Dynamics 365 Contact record for 'Reed Flores'. The contact information includes a date of birth (10/11/1984), gender (Male), marital status (Married), and primary practitioner (Alex Johnson). The command bar at the top features standard navigation icons and buttons for 'Save', 'Save & Close', 'New', 'Lists and segments', 'Connect', 'Assign', 'Email a Link', 'Delete', and 'Create Invitation'. The 'Create Invitation' button is highlighted.

4. Click **Save** and navigate to the **Advanced** tab for the invitation code. Store the invitation code.

The screenshot shows the Microsoft Dynamics 365 Contact record for 'Reed Flores' after saving. The 'Advanced' tab is selected in the ribbon. Under the 'General' tab, there is a section labeled 'Invitation' with tabs for 'General', 'Advanced', 'Activities & Notes', and 'Related'. In the 'Advanced' tab, there is a field labeled 'Invitation Code' containing the value 'yGcZcxNEkgKDAQ5mPBHLJH0bQvSBnbkLecKPO4DJeZ2DICF...'. The rest of the screen is mostly blank.

5. Navigate back to Power Apps and open the **Lamna Healthcare Patient Portal**.

Name	Modified
Lamna Healthcare Patient Portal	49 min ago
Care Management	1 wk ago
Sync admin for FHIR	1 wk ago
Healthcare Administration	1 wk ago

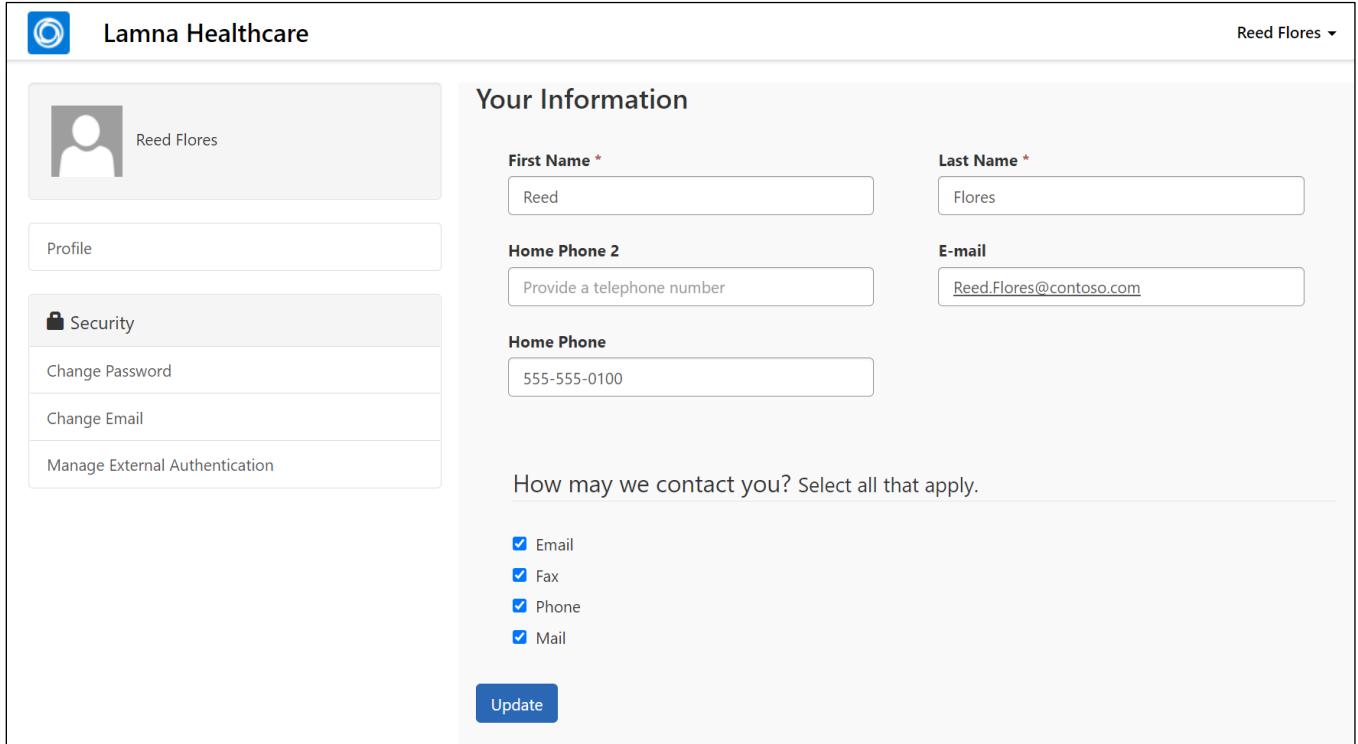
6. Select **Sign in**.



7. Select the **Redeem Invitation** tab, enter the **Invitation code**, and click **Register**.

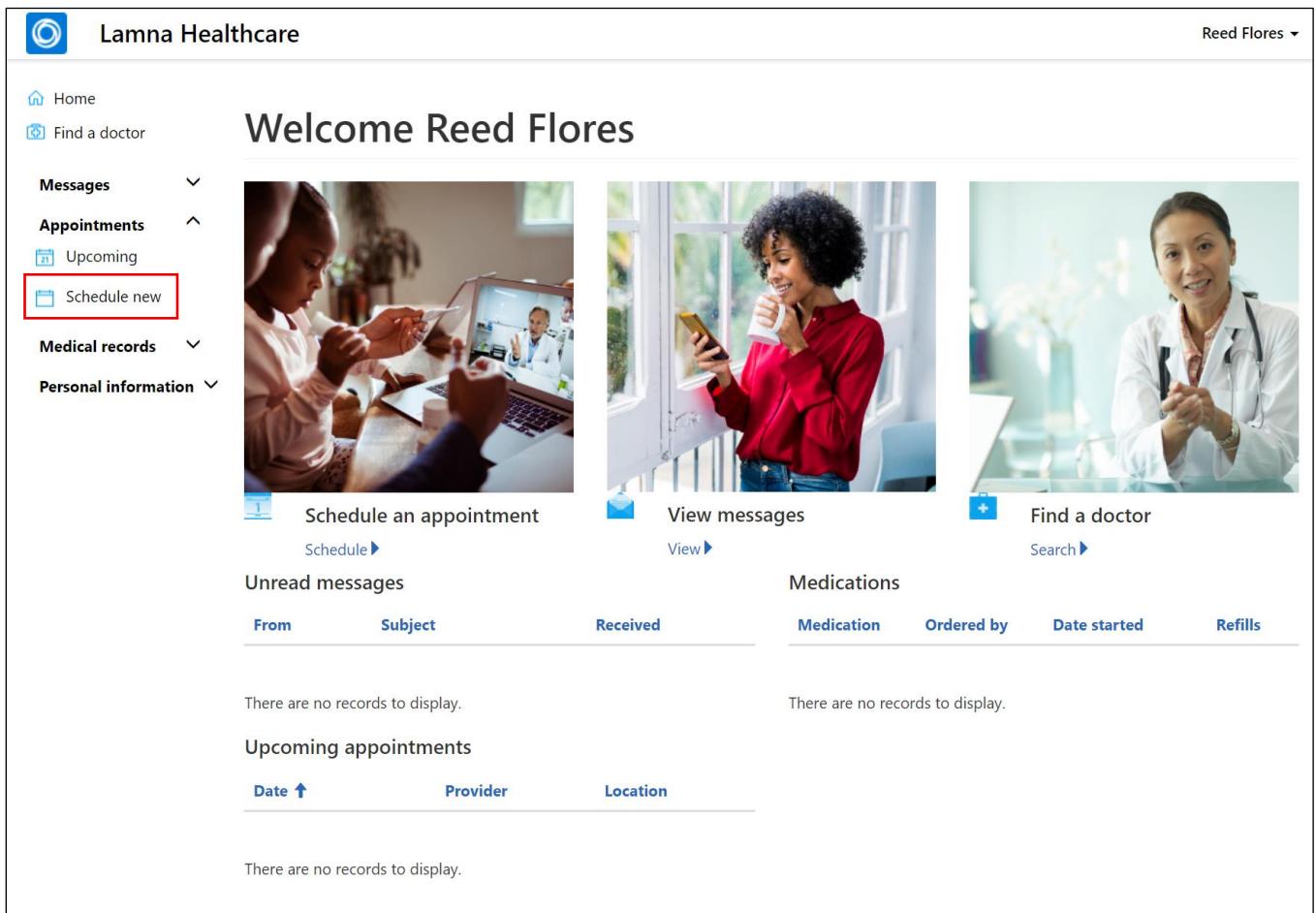
8. Create an account for **Reed Flores**. Click Register.

9. If you are landed on the profile page, select the Lamna Healthcare name or logo in the top left to go to the homepage.



The screenshot shows the Lamna Healthcare profile page for Reed Flores. On the left, there's a sidebar with options like Profile, Security, Change Password, Change Email, and Manage External Authentication. The main area is titled "Your Information" and contains fields for First Name (Reed), Last Name (Flores), Home Phone 2 (Provide a telephone number), Home Phone (555-555-0100), and E-mail (Reed.Flores@contoso.com). Below these is a section asking "How may we contact you? Select all that apply." with checkboxes for Email, Fax, Phone, and Mail, all of which are checked. At the bottom is a blue "Update" button.

10. Expand **Appointments** and select **Schedule new**.



The screenshot shows the Lamna Healthcare homepage. The navigation bar includes links for Home and Find a doctor. The main menu on the left has sections for Messages, Appointments (with Upcoming and Schedule new options, where "Schedule new" is highlighted with a red box), Medical records, and Personal information. The central content area features three images: a child using a laptop for a video call, a woman using a smartphone, and a female doctor smiling. Below each image are buttons: "Schedule an appointment" (with a "Schedule" link), "View messages" (with a "View" link), and "Find a doctor" (with a "Search" link). The "Appointments" section also displays "Unread messages" and "Medications" tables, both of which show no records. At the bottom, there are sections for "Upcoming appointments" and "Refills", both of which also show no records.

11. Select **Instant virtual appointment**.

The screenshot shows the Lamna Healthcare website's appointment scheduling interface. On the left, there is a sidebar with links for Home, Find a doctor, Messages, Appointments (selected), Medical records, and Personal information. The main content area has a heading "Schedule a new appointment" and a sub-section "Schedule as soon as possible". Inside this section, a box highlights the "Instant virtual appointment" option, which is described as a video conference call with the next available provider. Below this, there are two other options: "Virtual appointment" (a video conference call) and "Clinic appointment" (an in-person clinic visit). A red box surrounds the "Instant virtual appointment" box.

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

The screenshot shows the "Instant virtual appointment" selection screen. The sidebar on the left includes Home, Find a doctor, Messages, Appointments (selected), Medical records, and Personal information. The main area has tabs for Reason, Personal, Insurance, and Join. Under "Select a reason", there are several options: Pulmonary, Family medicine, Cardiology, Gastrology, Oncology, Physical therapy, and General medicine. The "General medicine" option is highlighted with a red box.

13. On the Personal tab, Reed Flores' personal information should auto-populate. Scroll down and click **Next** to go to the next section.

The screenshot shows the "Personal" tab of the appointment form. The "Personal" tab is highlighted with a red box. The "Name" field contains "Reed Flores". At the bottom right of the form, there is a large blue "Next" button, also enclosed in a red box.

14. On the insurance section, click + Add Insurance.

Lamna Healthcare

Instant virtual appointment

Reason Personal Insurance Join

+ Add Insurance

Previous

Reed Flores

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

Lamna Healthcare

Instant virtual appointment

Reason Personal Insurance Join

Subscriber / Policy Holder: Reed Flores

Relationship to Patient: (dropdown menu)

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

Reed Flores

16. Click **Next**.

Lamna Healthcare

Reed Flores ▾

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.

Choose Files No file chosen

Previous Next

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

Lamna Healthcare

Reed Flores ▾

Home Find a doctor

Messages Appointments Medical records Personal information

Instant virtual appointment

Reason Personal Insurance Join

You are all set to join!

Error: Provider's consent terms not found.

Join queue

Previous

18. A new internet browser tab will open and may be blank. Let's join as the practitioner first and then rejoin as the patient.

19. 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 **Reed Flores** has arrived for a virtual appointment. **Double-click to open the record**.

The screenshot shows the Microsoft Teams interface with the 'General' tab selected. On the left, there's a sidebar with icons for Activity, Chat, Teams, Calendar, Calls, and Files. The main area displays the 'Instant Virtual Appointments Dashboard'. It has a table with columns: Actor (Patient), Appointment with, Status, Virtual Appointment ..., and Subject. The 'Actor (Patient)' row for 'Reed Flores' has a yellow 'Arrived' status box. A red box highlights the 'Actor (Patient)' and 'Status' fields. Below the table, there's a 'Join Meeting' button.

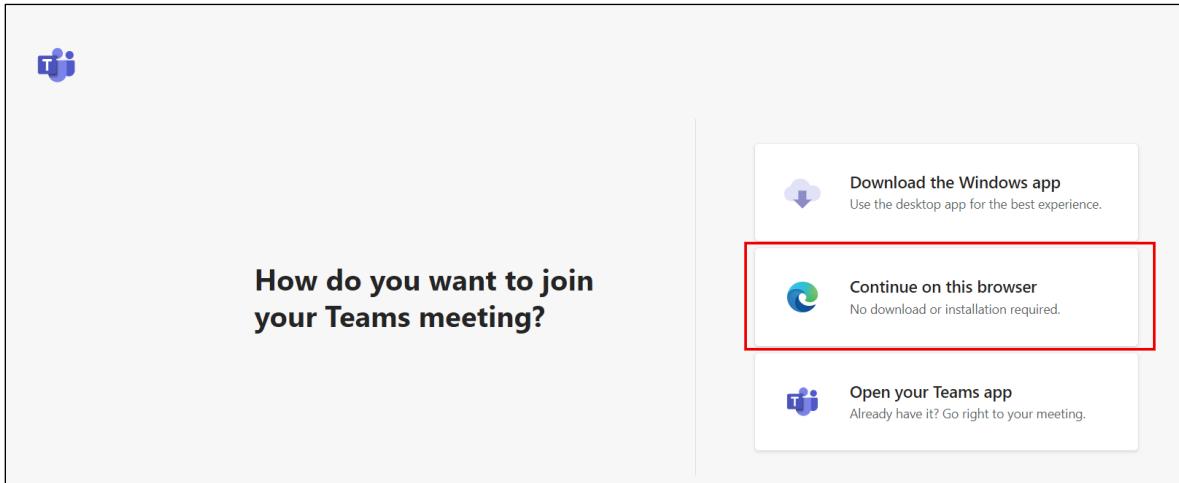
20. When Reed Flores' patient record opens, click **Join Meeting**

The screenshot shows the Dynamics 365 interface for a patient record. The top navigation bar includes tabs for General, Posts, Files, Wiki, and Virtual Clinic. The 'Virtual Clinic' tab is active. The main content area shows a summary of the appointment: Reed Flores - General Medicine, Appointment (EMR), Normal Priority, 1/10/2022 2:39 PM Due Date, and Open Activity Status. Below this, there are two panels: 'General' and 'Additional Information'. The 'General' panel contains fields like Subject, Appointment Type, Appointment Status (Arrived), Start time (1/10/2022 2:39 PM), End time (1/10/2022 2:39 PM), Description, Participant Actor Type (Patient), and Actor (Patient) (Reed Flores). The 'Additional Information' panel contains fields like Participant Status, Participant Type (General Medicine), Patient Instructions, Service Category, Appointment Creation Date, Comment, Virtual Appointment Url, and Appointment Channel (Instant). A red box highlights the 'Join Meeting' button in the top right of the main content area.

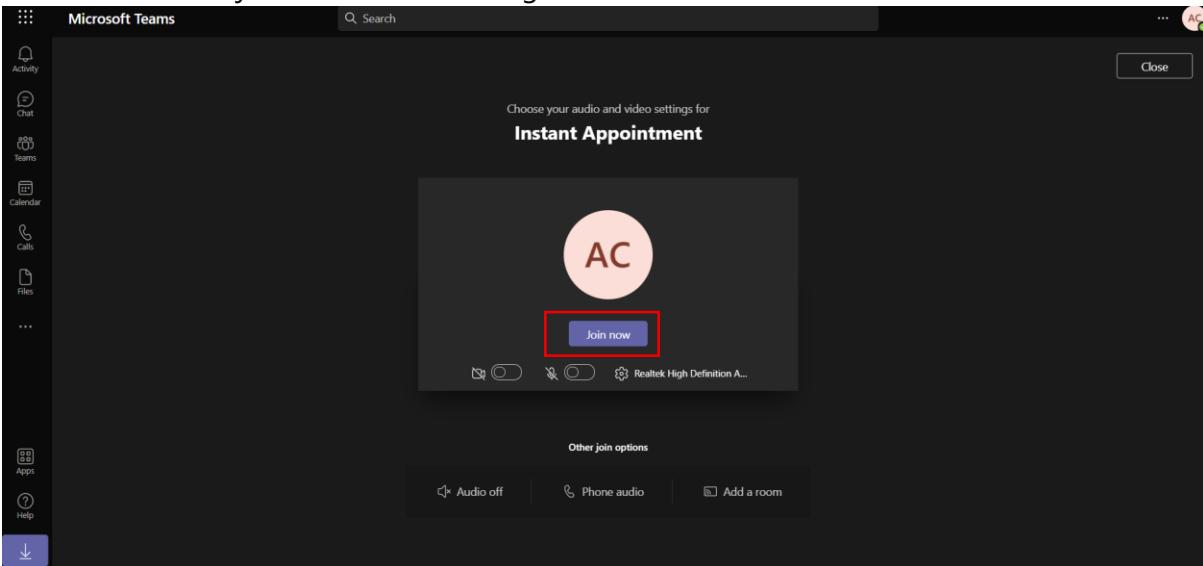
21. Click **Cancel** as we will not open the Microsoft Teams desktop app in this example.

A browser dialog box is shown, asking if 'https://teams.microsoft.com' should open. It includes a checkbox for 'Always allow teams.microsoft.com to open links of this type in the associated app' and two buttons: 'Open' and 'Cancel'. The 'Cancel' button is highlighted with a red box.

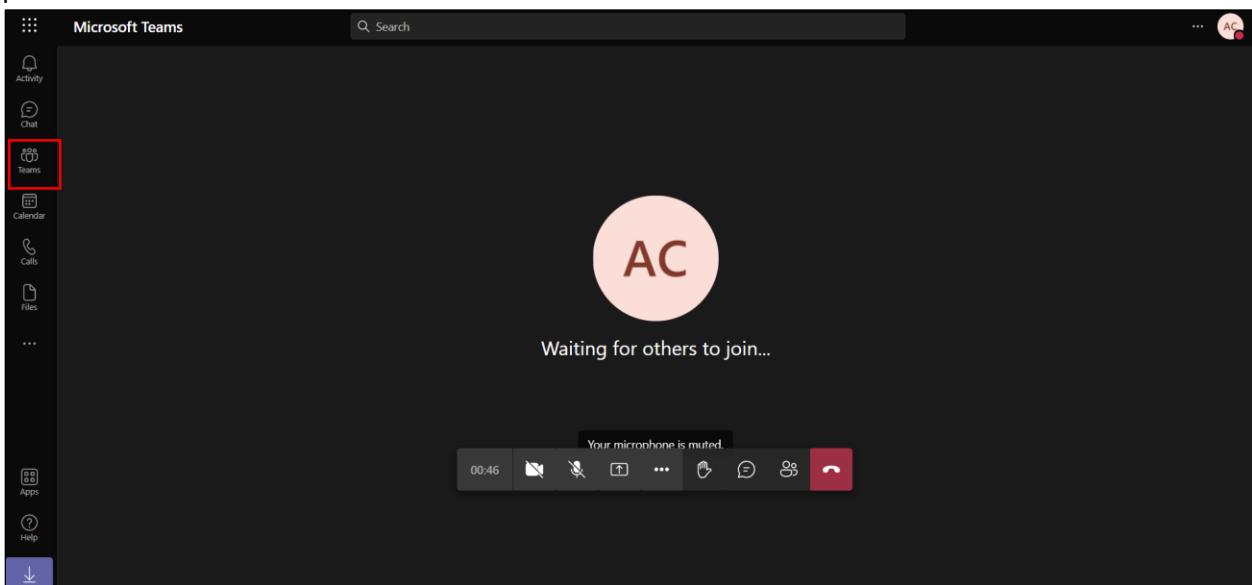
22. Click **Continue on this browser** to proceed with opening the virtual meeting.

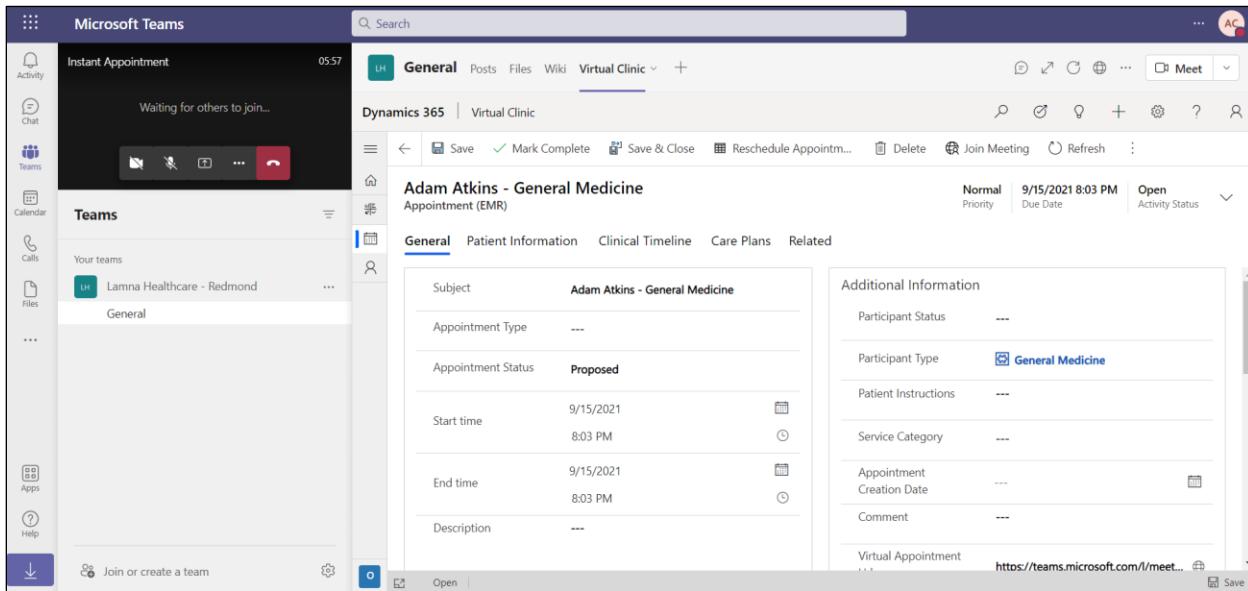


23. Click **Join now** to join the virtual meeting.



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





25. Go back to the Lamna Healthcare Patient Portal tab and **click the link** provided to join the appointment as the patient in the portal.

The screenshot shows the Lamna Healthcare Patient Portal. The main page displays an instant virtual appointment section with tabs for Reason, Personal, Insurance, and Join. A red box highlights a link: "If you are experiencing issues, please use the link below: Click here to join your appointment".

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 Visits**.

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 Microsoft Cloud for Healthcare in a Day training. Thank you!