Patient Guide: Using Microsoft Teams for Telehealth Appointments

What is Microsoft Teams?

Teams is an all-in-one collaboration and communication solution, integrating chat(IM), online meetings, calling, file management and a project workspace into one interface.

For CTCA's Telehealth offerings, it is:

- HIPAA compliant; and
- Easy-to-use – no account creation necessary for providers or patients.

Patient Telehealth Support Hotline	800.234.0577
Telehealth Support Email	CTCATelehealthSupport@ctca-hope.com

What will you experience?

1) Upon scheduling, you will receive an email with the appointment information.
2) The day before your telehealth appointment, a member of CTCA Support Services will contact you to perform a technical readiness check and answer any last-minute questions you may have. You will also receive a reminder email on the day of your appointment.
3) At the time of the appointment, click on the link to join the meeting.

Dear Janell Haldeman,

This is a friendly reminder of your upcoming Telehealth appointment with your provider at Cancer Treatment Centers of America© (CTCA).

Your appointment will be virtual, meaning you will connect with your provider through Microsoft Teams for a virtual interaction. Please ensure your volume and mic are turned on and your camera is facing you at the time of the appointment.

Please see attached "How-To Guide" for instructions on joining your virtual appointment.

For CTCA Telehealth technical related questions please call 800-234-0577 or email CTCATelehealthSupport@ctca-hope.com with your contact phone number and best time to reach you 7am-6pm CT.
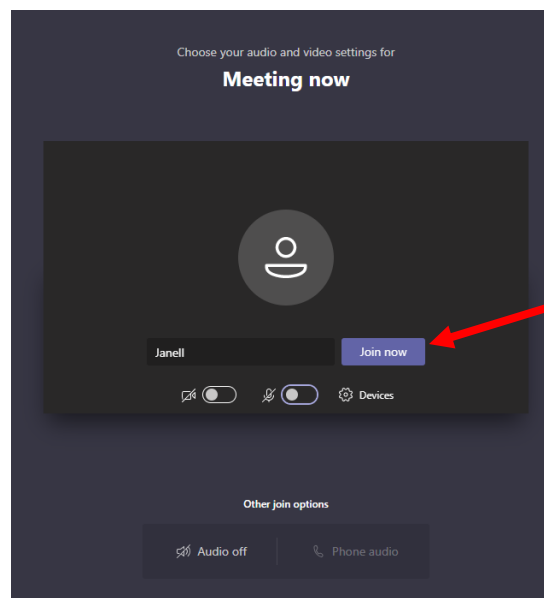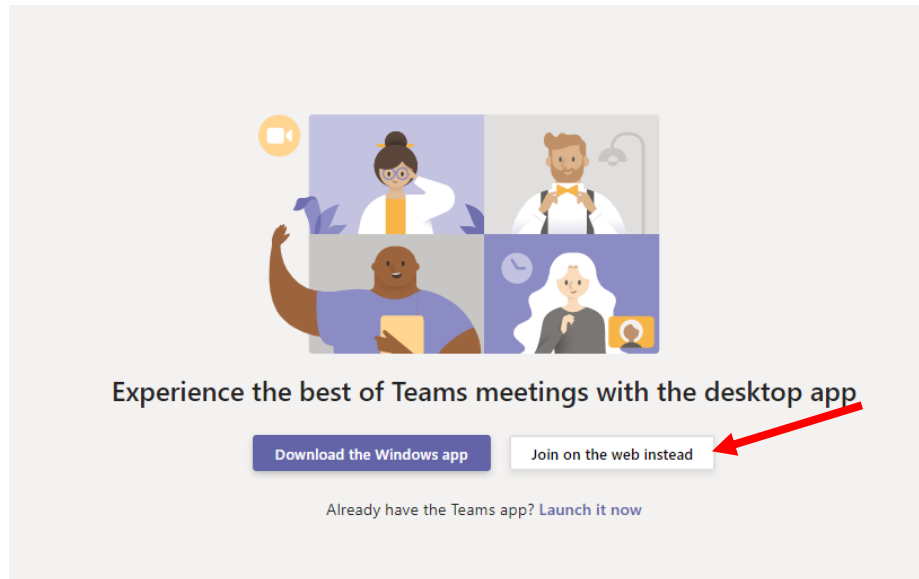
Friday, March 20, 2020 at 11:30

Click the button 10-15 minutes before your appointment.

Join Meeting

Trouble Joining?
AUDIO INFORMATION
Phone: +1 480-757-7813
Meeting ID: 872923080

4) If you are on your laptop or desktop, you will be prompted to join the meeting via web browser **(must use Chrome):**

5) If you are on your mobile device, you will be prompted to download the MS Teams App. (Please see additional guides for joining a Teams meeting from an Apple or Android device).

6) You will be put into a lobby until the provider is ready to admit you to the appointment:

Someone in the meeting should let you in soon

Devices
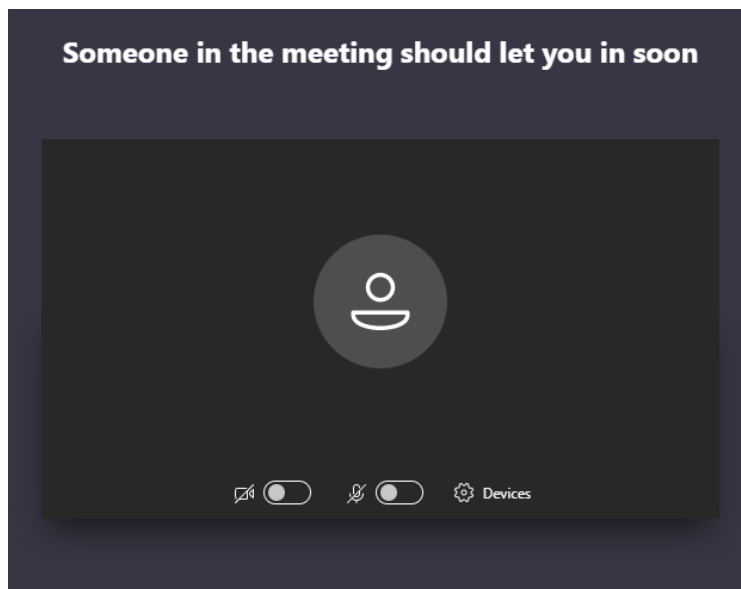
7) Should Microsoft Teams video fail during the appointment, you and the provider may connect using the audio only dial-in information in the body of the email.